



# VOICE CONNECT

*INTEGRATED COMMUNICATION SPECIALISTS*

**Trust 24x7 2.02.0004**

(System Manager Version 4.01.0173)

## **User Guide**

Issue 1.01 – 14 January 2011



ISV/Software Solutions



**INVESTORS  
IN PEOPLE**



# CONTENTS

Changes from Issue 1.00 .....	4
1 Introduction .....	5
1.1 What Trust 24x7 does .....	5
1.2 Overview of how to use Trust 24x7 .....	5
1.3 Trust 24x7, LoneWorker, Lone Worker, Lone worker or lone worker .....	5
1.4 Block Diagram .....	6
1.5 Overview of how to set up Trust 24x7 .....	7
1.6 What you must know before you read this manual .....	8
1.7 System Manager – User Reference Guide .....	8
2 System Manager 4.01.0173 and VCII Server 4.....	9
2.1 Lone Worker Class Of Service .....	9
2.1.1 How to set up the Lone Worker Class Of Service .....	9
2.1.2 How to restart the VCII Server .....	12
2.2 Lone Worker Mailboxes .....	14
2.2.1 How to set up a Mailbox that is a Member of the PC Desktop Alert Group .....	14
2.2.2 How to set up a Mailbox that is a Member of the Phone Alert Group.....	15
2.2.3 How to set up a Mailbox for an Alert Group .....	16
2.2.4 How to use the Group Editor to set up Alert Groups .....	18
2.2.4.1 How to set up an Alert Group for PC Desktop Alerts .....	18
2.2.4.2 How to set up an Alert Group for Phone Alerts .....	22
2.2.4.3 How to specify Shift Patterns .....	25
2.2.5 How to set up Mailboxes for Lone Workers .....	29
2.2.6 How to set up Auto Login for a Mailbox for a lone worker .....	34
3 How to use Trust 24x7 .....	38
3.1 How to set up a Trust 24x7 Job and record a message .....	38
3.2 How to cancel or extend a Trust 24x7 Job.....	39
3.3 How to change your PIN or record an information only message .....	40
3.4 How to Intentionally Invoke an Alert.....	42
4 Phone Alert .....	43
5 Desktop (PC) Alert .....	44
6 How to set up the SMS Text Message Facility .....	47
6.1 SMS Gateway Account .....	47
6.2 Identicom Templates .....	47
6.2.1 General.....	47
6.2.2 Job (Amber) .....	48
6.2.3 Emergencies (Red Alert).....	49
6.3 How to Register a lone worker to use the SMS Interface .....	49
6.4 Alarm Groups .....	49
7 How to use the SMS Text Message facility .....	50
7.1 How to Start a Job.....	50
7.2 How to Extend a Job .....	50
7.3 How to Cancel a Job .....	50
7.4 How to intentionally Issue an Alert .....	51
8 Trust 24x7 Web 2.02.0004.....	52
8.1 Login.....	52

8.2	Status .....	53
8.2.1	Lone Worker Details (overview) .....	54
8.2.2	Lone Worker Details (detailed) .....	55
8.2.3	Adding or Changing the Picture .....	56
8.2.4	Play Lone Worker Message .....	58
8.2.5	Display Lone Worker Text Message .....	59
8.2.6	Message Archive .....	60
8.2.7	Alarm Audit .....	61
8.3	Reports .....	63
8.3.1	Lone worker .....	64
8.3.2	Site Code .....	67
8.4	Users .....	67
8.5	Admin .....	68
8.5.1	Site Codes .....	68
8.5.1.1	Add .....	69
8.5.1.2	Edit .....	70
8.5.1.3	Delete .....	72
8.5.2	Alarm Reasons .....	73
8.5.2.1	Add a New Reason .....	74
8.5.2.2	Edit an Existing Reason .....	74

## Changes from Version 2.02.0004 – Issue 1.00

Section 2.1.1 (Page 9)

Amended the explanation of the **Archive lone worker messages** parameter.

# 1 Introduction

## 1.1 What Trust 24x7 does

Trust 24x7 enables your organisation to implement a system that can alert you when an employee who works alone may be in difficulty or danger. It raises an alarm in the following two circumstances.

- (1) Trust 24x7 automatically raises an alarm if an employee does not confirm safe completion of an assignment.
- (2) Trust 24x7 enables an employee to raise an alarm if he/she becomes at risk or in danger, and/or requires assistance.

## 1.2 Overview of how to use Trust 24x7

- (1) A lone worker telephones Trust 24x7, and when prompted enters his/her (four-digit) ID number and a PIN.
- (2) The lone worker then starts a Trust 24x7 job, records a voice message that contains full details of the task such as location, travel route, duration etc. and specifies a time or duration by which he/she expects to finish the task.
- (3) If the lone worker takes longer than anticipated to complete the task, he/she can (repeatedly) call Trust 24x7 to extend the time of completion.
- (4) After the lone worker completes the task, he/she telephones Trust 24x7 again, to cancel the Trust 24x7 job.

**NOTE** If the lone worker does not cancel the job, Trust 24x7 calls the lone worker, shortly before the job expires, to prompt the lone worker to either cancel the job or extend the time of completion.

- (5) If the lone worker fails to cancel the Trust 24x7 job, or deliberately raises an alarm, Trust 24x7 sends the recorded voice message to a first alert group.
- (6) One member of this group must acknowledge and respond to the message.

This can be a phone group, or a PC group if you have the optional Desktop Alert module.

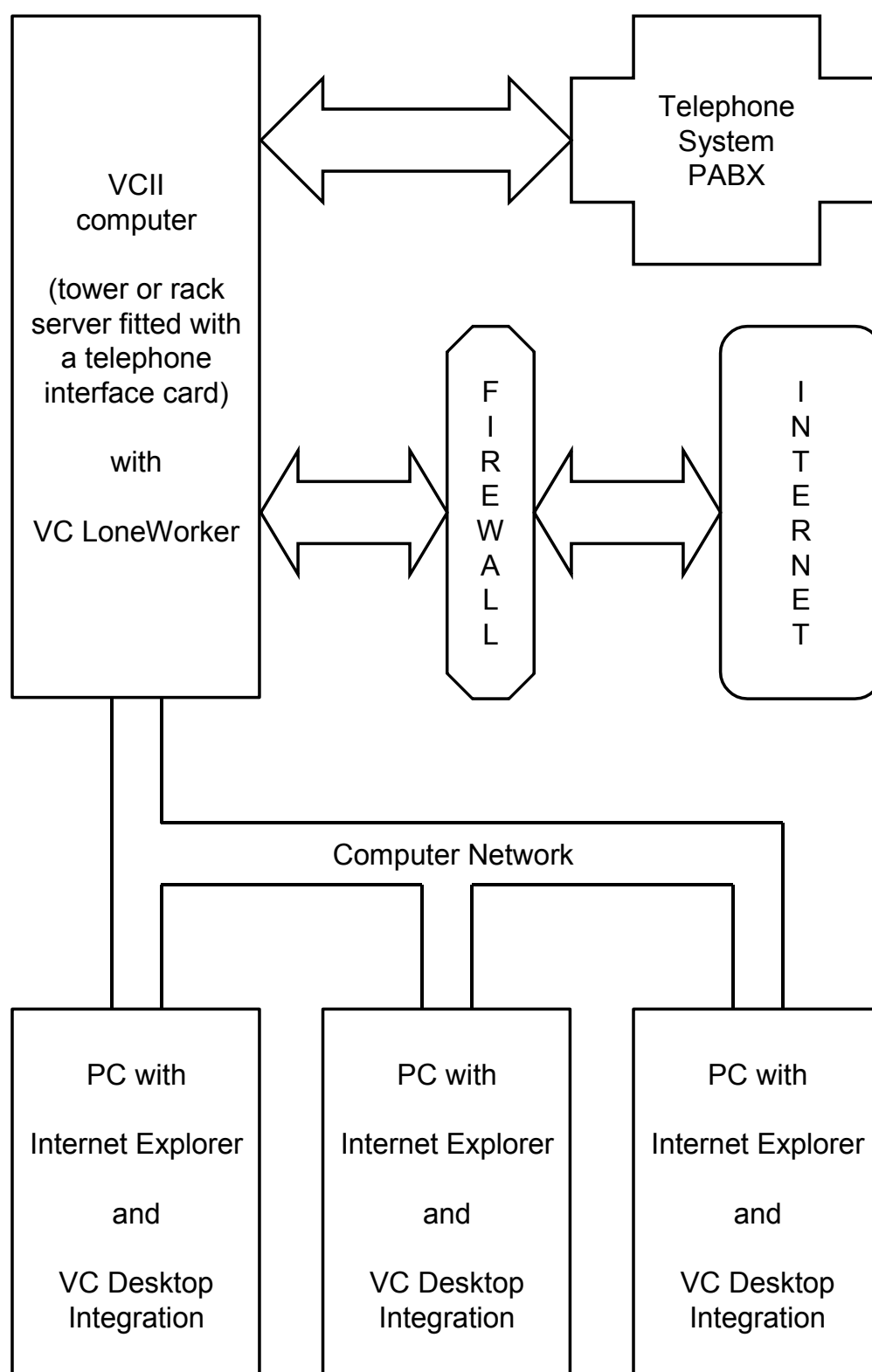
- (7) If nobody responds, Trust 24x7 can then send the recorded voice message to a second alert group.
- (8) One member of this group must acknowledge and respond to the message.
- (9) If nobody responds, Trust 24x7 can attempt to re-contact the first alert group.

## 1.3 Trust 24x7, LoneWorker, Lone Worker, Lone worker or lone worker

Trust 24x7 was formerly known as VC LoneWorker. The legends and options of the application vary between LoneWorker, Loneworker, Lone Worker, Lone worker and lone worker. For consistency in this document **lone worker** (all lower case) refers to a person that works alone, and, **Lone Worker** (initial capitals) refers to legends and options of Trust 24x7, irrespective of whether the words are actually capitalised and/or elided.

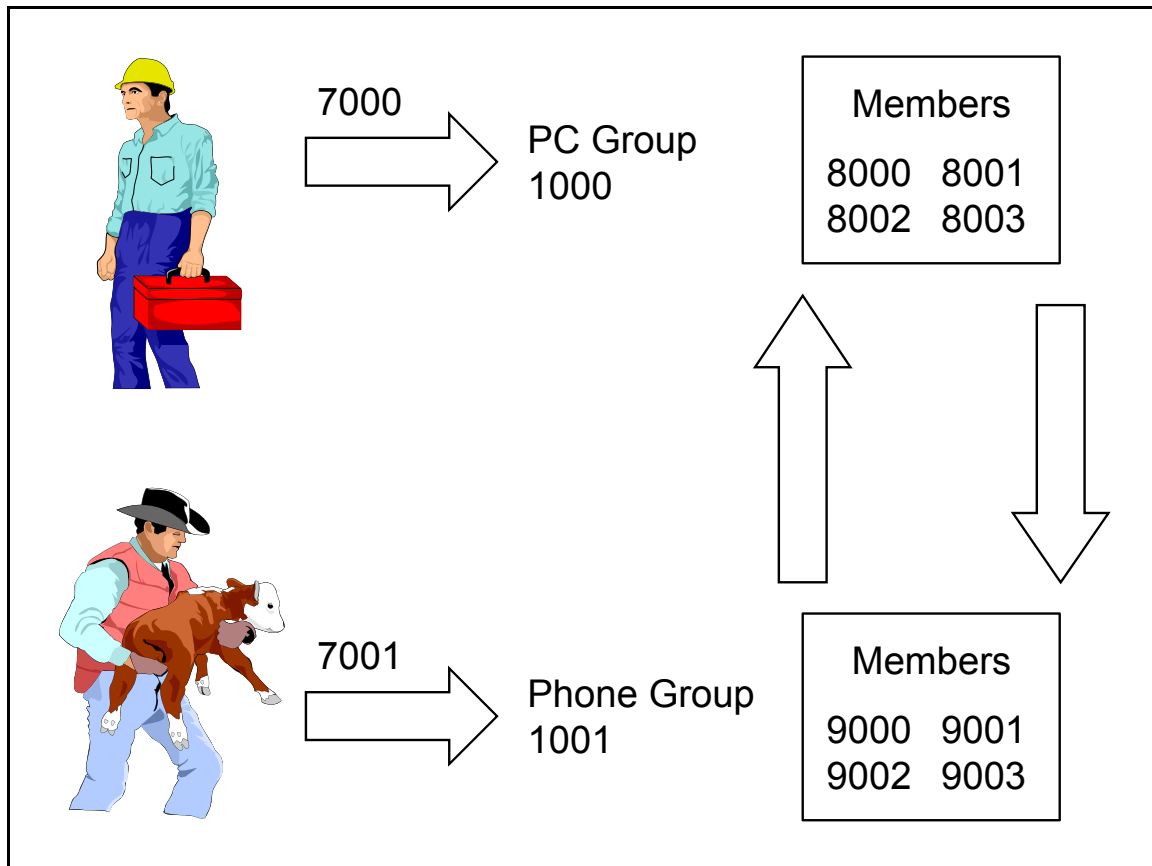
## 1.4 Block Diagram

The following diagram shows the main components of a typical Trust 24x7 system.



## 1.5 Overview of how to set up Trust 24x7

The following illustration shows a typical configuration of mailboxes for Trust 24x7.



Trust 24x7 requires the following four categories of mailboxes. The numbers shown on the left are the initial numbers of the four categories of mailboxes shown in the illustration above.

- 7000 Lone worker mailboxes
- 1000 Group mailboxes
- 8000 Desktop (PC) Alert group member mailboxes
- 9000 Phone Alert group member mailboxes

The illustration above shows Trust 24x7 configured as follows.

The ID of the technician is 7000 and Trust 24x7 sends an alert to the desktop (PC) group 1000. If nobody in this group responds to the alert, Trust 24x7 sends the alert to the phone group 1001. If, nobody in that group responds to the alert, Trust 24x7 sends the alert back to the desktop (PC) group 1000.

The ID of the vet is 7001 and Trust 24x7 sends an alert to the phone group 1001. If nobody in this group responds to the alert, Trust 24x7 sends the alert to the desktop (PC) alert group 1000. If, nobody in that group responds to the alert, Trust 24x7 sends the alert back to the phone group 1001.

Each lone worker has a mailbox, which provides the lone worker access to Trust 24x7. The lone worker also has a designated alert group, to which Trust 24x7 sends an alert if the lone worker does not confirm successful completion of a task, or deliberately raises the alarm.

Before a lone worker starts a task he/she telephones Trust 24x7 and enters his/her ID number (that is the mailbox number) and a PIN. The lone worker initiates a Trust 24x7 job, specifies a time, by which he/she expects to complete the task and records a message (that is stored in the lone worker's mailbox).

The lone worker then does the task. If he/she does not confirm completion of the task by the preset time, or the lone worker raises the alarm, VC Lone worker distributes the recorded message to the lone worker's designated alert group, which distributes it to each member mailbox. If nobody responds to the alert, Trust 24x7 escalates the alert and sends it to the lone worker's designated escalation group, which in turn distributes it to each member mailbox. If, still, nobody responds to the alert, Trust 24x7 sends it back to the lone worker's alert group.

NOTE	Each of these groups can be a phone alert group or a PC desktop alert group. The alert is passed from one group to another group according to the <b>Panic To</b> parameter. See Section 2.2.4.1 (Page 18) and Section 2.2.4.2 (Page 22).
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## 1.6 What you must know before you read this manual

This manual assumes that you know the following:

- (1) You know how to use the implementation of Windows®, under which the System Manager runs;
- (2) You know how to use a typical Windows® application, such as one or more Microsoft® Office® applications.
- (3) The System Manager (software) edits all the system parameters that the VCII Server uses. In many cases it effectively edits lists of information.

You must understand how to use search, navigation and edit facilities to edit lists of information. The **System Manager – User Reference Guide** illustrates these facilities and buttons.

- (4) You must know how to use the System Manager.

## 1.7 System Manager – User Reference Guide

This document provides the specific details of how you use the System Manager (software) to set up and administer Trust 24x7. However, you may need to refer to the **System Manager – User Reference Guide**, for further information.



## 2 System Manager 4.01.0173 and VCII Server 4

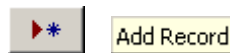
### 2.1 Lone Worker Class Of Service

If your system does not have a Lone Worker Class Of Service, you must create it. You must then restart the VCII Server, as Section 2.1.2 (Page 12) describes. You then create the Lone Worker Groups and Mailboxes.

#### 2.1.1 How to set up the Lone Worker Class Of Service

Do the following procedure.

- (1) Start the System Manager.
- (2) Select the **Class of Service** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button.



- (4) On the **General** tab, set the values below, as shown in the following illustration.

Option	Value
Reference	34
Class Of Service Name	Lone Worker
Operation	Lone worker

Option	Value
Reference	Set this to the next available number
Class Of Service Name	Set this to <b>Lone Worker</b> .
Operation	Select <b>Lone Worker</b> from the pull down menu.

- (5) On the **Autoattendant** tab, set the values below, as shown in the following illustration.

Option	Value
Autoattendant	Select this check box, so that it contains a tick.
<b>All other check boxes</b>	Deselected, so that they are empty.
Rings To Answer	Set this to <b>0</b> (ZERO).
Transfer Type	Do not set this, leave it blank.
Blind Transfer Mode	Do not set this, leave it blank (or set to <b>Standard</b> ).

- (6) On the **Misc1** tab, set the Lone Worker options you require.

Option	Value
Request site code for lone worker	If this check box is selected, so that it contains a tick, a mailbox with the <b>Lone Worker</b> Class Of Service plays a request after the mailbox greeting to request the Site Code of the lone worker.

Option	Value
Archive lone worker messages	<p>If this check box is selected, so that it contains a tick, all lone worker messages are archived. The default archive directory is as follows.</p> <p style="text-align: center;"><b>C:\VCONNECT\ARCHIVE</b></p> <p>To change this to another directory, do the following two steps.</p> <ol style="list-style-type: none"><li>(1) Specify the directory through the <b>Installation Menu</b> option <b>Miscellaneous Data</b>. For details refer to the System Manager User Reference Guide.</li><li>(2) Change the following line in the LW.INI file.  <b>ArchivePath=C:\VCONNECT\ARCHIVE</b></li></ol>
Don't alarm on bad login password	<p>If this check box is selected, so that it contains a tick, Trust 24x7 does NOT issue an alert if a lone worker enters an incorrect PIN or no PIN.</p>

- (7) Close (Exit) the System Manager.

## 2.1.2 How to restart the VCII Server

Do the following procedure.

- (1) If the System Manager runs on a different computer to the VCII Server, go to the computer that runs the VCII Server software.

The screenshot shows the 'Voice Connector II/NT (3.5.2)' application window. The title bar includes the version and a timestamp '11:00 30/06/2005'. The menu bar has 'Operation', 'Information', 'Engineering', 'Switch', 'View', and 'Help'. Below the menu is a toolbar with icons for play, pause, stop, and help. The main area displays a log of GUI commands, each starting with a timestamp and 'GUI : Command'. The commands are all '\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate'. At the bottom, there is a table with three columns: 'Port MBX', 'Action', and 'Last event'. The table shows four rows, all with '\*\*\* Port not configured \*\*\*' in the 'Action' column. The status bar at the very bottom shows 'NUM', 'Up time - 0:00:14:02', and '14:46:33'.

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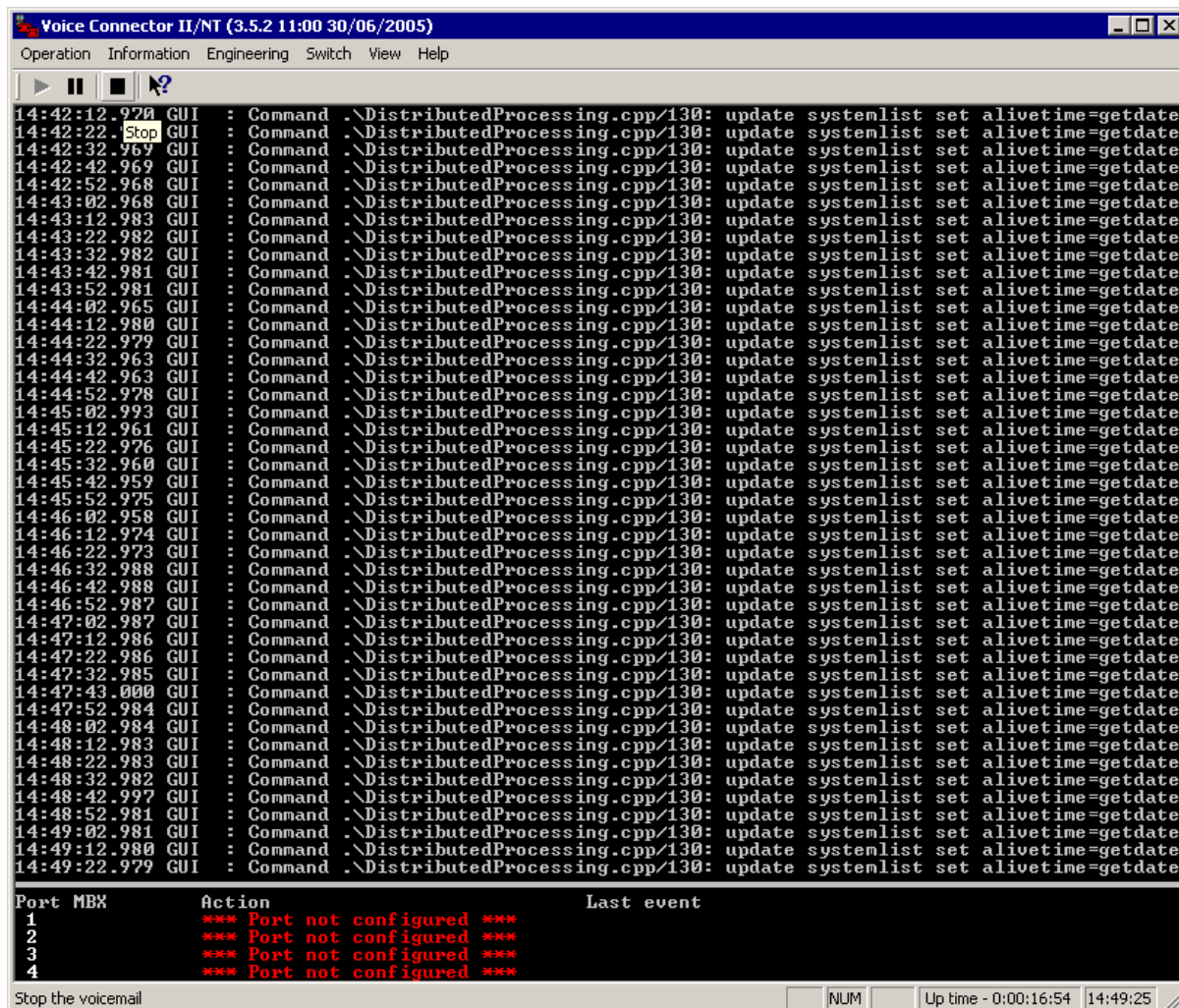
14:39:22.979 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:39:32.978 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:39:42.978 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:39:52.977 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:40:02.977 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:40:12.976 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
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14:40:52.974 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:41:02.974 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:41:12.973 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
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14:41:32.972 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:41:42.972 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:41:52.971 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:02.971 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:12.970 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:22.970 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:32.969 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:42.969 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:42:52.968 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:02.968 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:12.983 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:22.982 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:32.982 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:42.981 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:43:52.981 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:02.965 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:12.980 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:22.979 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:32.963 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:42.963 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:44:52.978 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:02.993 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:12.961 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:22.976 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:32.960 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:42.959 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:45:52.975 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:46:02.958 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:46:12.974 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:46:22.973 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate
14:46:32.988 GUI : Command .\DistributedProcessing.cpp/130: update systemlist set alivetime=getdate

```

Port MBX	Action	Last event
1	*** Port not configured ***	
2	*** Port not configured ***	
3	*** Port not configured ***	
4	*** Port not configured ***	

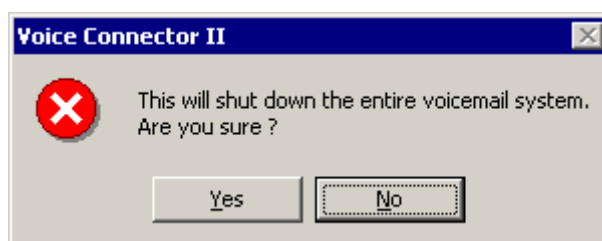
NUM Up time - 0:00:14:02 14:46:33

- (2) Click the STOP button.



- (3) The VCII Server displays the following window, to request confirmation.

Click the **Yes** button.



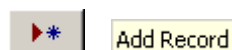
- (4) The VCII Server software stops.
- (5) Start the VCII Server software.

## 2.2 Lone Worker Mailboxes

### 2.2.1 How to set up a Mailbox that is a Member of the PC Desktop Alert Group

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Mailbox** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button.



- (4) On the **General** tab, set the values below, as shown in the following illustration.

Option	Value
Mailbox	Set this to a suitable number. See Section 1.5 (Page 7).
Forename(s)	Set this to <b>PC Desktop Alert</b> or the person's forename(s).
Surname	Set this to <b>Member</b> or the person's surname.
Department	Select an appropriate department from the pull down menu or leave this set to the default value <b>(none)</b> .
Class Of Service	Select <b>Mailbox Only</b> from the pull down menu.
Extension	Leave this blank.
Password	Leave this as <b>****</b> , which is the default value <b>8888</b> .
Company	The name of your organisation or you can leave this blank.
Deliver to	Leave this set to the default value <b>(none)</b> .

- (5) Select the **Desktop** tab and set the values below, as shown in the following illustration.

The screenshot shows a software configuration window with multiple tabs. The 'Desktop' tab is active. It contains the following settings:

- Desktop Notify:** A text box containing the value '0'.
- Display Text:** A text box containing the value '0'.
- DTI Enable:** A checked checkbox.
- Outlook Enable:** An unchecked checkbox.
- Integration E-mail:** A text box containing the value '0'.

Option	Value
Desktop Notify	Leave this blank or <b>0</b> (ZERO).
Display Text	Leave this blank or <b>0</b> (ZERO).
DTI Enable	Select this check box, so that it contains a tick.
Outlook Enable	Leave this check box unselected, so that it is empty.
Integration E-mail	Leave this blank or <b>0</b> (ZERO).

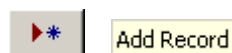
- (6) Click the **Apply** button.



## 2.2.2 How to set up a Mailbox that is a Member of the Phone Alert Group

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Mailbox** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button.



- (4) On the **General** tab, set the values below, as shown in the following illustration.

The screenshot shows the 'General' tab of a configuration window. The fields and their values are as follows:

Field	Value
Mailbox	FF 9000
Forename(s)	FF Phone Alert
Surname	FF Member
Department	Admin
Class Of Service	7 - Extension Only No Mailbox
Extension	FF 4000
Password	****
Company	Voice Connect
Deliver to	(none)

Reference: 569

Option	Value
Mailbox	Set this to a suitable number. See Section 1.5 (Page 7).
Forename(s)	Set this to <b>Phone Alert</b> or the person's forename(s).
Surname	Set this to <b>Member</b> or the person's surname.
Department	Select an appropriate department from the pull down menu or leave this set to the default value <b>(none)</b> .
Class Of Service	Select <b>Extension Only – No Mailbox</b> from the pull down menu.
Extension	Set this to the extension number of the phone.
Password	Leave this as <b>****</b> , which is the default value <b>8888</b> .
Company	The name of your organisation or you can leave this blank.
Deliver to	Leave this set to the default value <b>(none)</b> .

- (5) Click the **Apply** button.



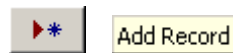
### 2.2.3 How to set up a Mailbox for an Alert Group

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Mailbox** view. This displays the **General** tab, by default.



- (3) Click the ADD RECORD button.



- (4) On the **General** tab, set the values below, as shown in the following illustration.

Option	Value
Mailbox	Set this to a suitable number. See Section 1.5 (Page 7).  It is good practice to choose this to be outside the range of extension numbers.
Forename(s)	Set this to <b>PC Desktop Alert</b> or <b>Phone Alert</b> .
Surname	Set this to <b>Group</b> .
Department	Select an appropriate department from the pull down menu or leave this set to the default value <b>(none)</b> .
Class Of Service	Select <b>Mailbox Only</b> from the pull down menu.
Extension	Leave this blank.
Password	Leave this as <b>****</b> , which is the default value <b>8888</b> .
Company	The name of your organisation or you can leave this blank.
Deliver to	Leave this set to the default value <b>(none)</b> .

- (5) Click the **Apply** button.

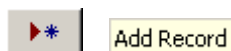


## 2.2.4 How to use the Group Editor to set up Alert Groups

### 2.2.4.1 How to set up an Alert Group for PC Desktop Alerts

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Groups** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button (if there are already one or more groups).



- (4) On the **General** tab, set the values below, as shown in the following illustration.

Option	Value
Group Type	Select <b>LW Desktop</b> from the pull down menu.
Group Number	<p>Select the mailbox that you set up for the <b>PC Desktop Alert Group</b> [see Section 1.5 (Page 7)].</p> <div> <div> 0 1000 1001 8000 8001 9000 9001 </div> <div> Operator PC Desktop Alert Gro Phone Alert Group PC Desktop Alert Me PC Desktop Alert Me Phone Alert Member Phone Alert Member </div> </div> <div> <div> 0 1000 1001 8000 8001 9000 9001 </div> <div> Operator PC Desktop Alert Gro Phone Alert Group PC Desktop Alert Me PC Desktop Alert Me Phone Alert Member Phone Alert Member </div> </div>
Announce	Leave this set to the default value <b>No</b> .

Option	Value
Retries	This is the number of times that Trust 24x7 attempts to issue the alert to a member of the <b>Group Number</b> group, before it escalates to the <b>Panic to</b> group, which follows.  The default value is <b>1</b> .
Panic to	If you also set up a mailbox for another alert group, either a <b>Phone Alert Group</b> or another <b>PC Desktop Alert Group</b> [see Section 1.5 (Page 7)], you can select it.
Confirm Request	Leave this check box unselected, so that it is empty.
Dynamic Group	Leave this check box unselected, so that it is empty.
Play Twice	Leave this check box unselected, so that it is empty.
Linear UCD	Select this check box, so that it contains a tick, to call members of the alert group [see Section 5 (Page 44)] in order according to the <b>Members</b> tab, <b>General</b> subsidiary tab, <b>Sequence</b> parameter.

- (5) Click the **Apply** button.



- (6) Click on the **Members** tab.

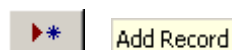
- (7) This tab view itself contains three subsidiary tab views **General**, **Timings** and **AMIS**. This step describes how to use just the **General** subsidiary tab to specify members.

**NOTE** Section 2.2.4.3 (Page 25) describes how to use the **Timings** subsidiary tab together with the **General** subsidiary tab to specify members with shift patterns.

You do not need to use the **AMIS** subsidiary tab.

Do the following procedure to add a member.

- (a) Click the ADD RECORD button (if there are already one or more members).



- (b) Specify the following.

Option	Value
Mailbox	<p>Select a <b>PC Desktop Alert Member</b> from the pull down menu.</p> <div> <div> <div></div> <div> (none) NONE  0 Operator  1000 PC Desktop Alert Group  1001 Phone Alert Group  8000 PC Desktop Alert Member  8001 PC Desktop Alert Member  9000 Phone Alert Member  9001 Phone Alert Member </div> </div> <div> <div></div> <div> (none) NONE  0 Operator  1000 PC Desktop Alert Group  1001 Phone Alert Group  <b>8000 PC Desktop Alert Member</b>  8001 PC Desktop Alert Member  9000 Phone Alert Member  9001 Phone Alert Member </div> </div> </div>
Phone	Leave this blank or set to <b>0</b> (ZERO).
Sequence	<p>This defines the order in which the message is distributed to the PC Desktops of the members of the group. Set this to <b>1, 2, 3</b> etc. to define the order. You can set more than one person to the same value to define a priority, so that Trust 24x7 attempts to issue an alert to any member with sequence set to <b>1</b>, then to any member with sequence set to <b>2</b>, then to any member with sequence set to <b>3</b>, and so on.</p> <p>To utilise a sequence you must select the <b>General</b> tab, <b>Linear UCD</b> check box</p> <p>If there is no specific order, you leave this as <b>1</b> (ONE) for every member.</p>

Option	Value
Active	This check box <b>MUST</b> be selected, so that it contains a tick.

**NOTE** If someone is temporarily unavailable, due to holiday, illness etc., you edit these details and deselect the **Active** check box, so that it is empty.

- (c) Click the **Apply** button, on the **Members** tab.

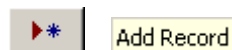
Apply

- (d) Repeat Steps (a) to (c) to add further members.

### 2.2.4.2 How to set up an Alert Group for Phone Alerts

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Groups** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button (if there are already one or more groups).



- (4) On the **General** tab, set the values below, as shown in the following illustration.

Option	Value
Group Type	Select <b>Lone Worker</b> from the pull down menu.
Group Number	<p>Select the mailbox that you set up for the <b>Phone Alert Group</b> [see Section 1.5 (Page 7)].</p> <div> <div> 0 1000 1001 8000 8001 9000 9001 </div> <div> Operator PC Desktop Alert Gro Phone Alert Group PC Desktop Alert Mer PC Desktop Alert Mer Phone Alert Member Phone Alert Member </div> </div> <div> <div> 0 1000 1001 8000 8001 9000 9001 </div> <div> Operator PC Desktop Alert Gro Phone Alert Group PC Desktop Alert Mer PC Desktop Alert Mer Phone Alert Member Phone Alert Member </div> </div>
Announce	Leave this set to the default value <b>No</b> .
Retries	<p>This is the number of times that Trust 24x7 attempts to issue the alert to a member of the <b>Group Number</b> group, before it escalates to the <b>Panic to</b> group, which follows.</p> <p>The default value is <b>1</b>.</p>

Option	Value
Panic to	If you also set up a mailbox for another alert group, either a <b>PC Desktop Alert Group</b> or another <b>Phone Alert Group</b> [see Section 1.5 (Page 7)], you can select it.
Confirm Request	Leave this check box unselected, so that it is empty.
Dynamic Group	Leave this check box unselected, so that it is empty.
Play Twice	Leave this check box unselected, so that it is empty.
Linear UCD	Select this check box, so that it contains a tick, to call members of the alert group [see Section 4 (Page 43) in order according to the <b>Members</b> tab, <b>General</b> subsidiary tab, <b>Sequence</b> parameter.

- (5) Click the **Apply** button.

Apply

- (6) Click on the **Members** tab.

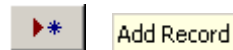
- (7) This tab view itself contains three subsidiary tab views **General**, **Timings** and **AMIS**. This step describes how to use just the **General** subsidiary tab to specify members.

**NOTE** Section 2.2.4.3 (Page 25) describes how to use the **Timings** subsidiary tab together with the **General** subsidiary tab to specify members with shift patterns.

*You do not need to use the **AMIS** subsidiary tab.*

Do the following procedure to add a member.

- (a) Click the ADD RECORD button (if there are already one or more members).



- (b) Do either of the following to specify a Phone Alert member.

General Members

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
9000	0	1	Yes	0	0	Phone Alert Member
9001	0	1	Yes	0	0	Phone Alert Member
...	0	1	Yes	0	0	
*						

General Timings AMIS

Mailbox: (none) ☒ Active

Phone: 07777123456

Sequence: 1

Navigation buttons: < < > > \* X Apply

Option	Value																																
Mailbox	<p>Do either of the following.</p> <p>(a) Select a <b>Phone Alert Member</b> from the pull down menu (as shown below) and leave <b>Phone</b> blank or set to <b>0</b> (ZERO).</p> <div> <div></div> <table> <tr><td>(none)</td><td>NONE</td></tr> <tr><td>0</td><td>Operator</td></tr> <tr><td>1000</td><td>PC Desktop Alert Group</td></tr> <tr><td>1001</td><td>Phone Alert Group</td></tr> <tr><td>8000</td><td>PC Desktop Alert Member</td></tr> <tr><td>8001</td><td>PC Desktop Alert Member</td></tr> <tr><td>9000</td><td>Phone Alert Member</td></tr> <tr><td>9001</td><td>Phone Alert Member</td></tr> </table> </div> <div> <div></div> <table> <tr><td>(none)</td><td>NONE</td></tr> <tr><td>0</td><td>Operator</td></tr> <tr><td>1000</td><td>PC Desktop Alert Group</td></tr> <tr><td>1001</td><td>Phone Alert Group</td></tr> <tr><td>8000</td><td>PC Desktop Alert Member</td></tr> <tr><td>8001</td><td>PC Desktop Alert Member</td></tr> <tr><td>9000</td><td>Phone Alert Member</td></tr> <tr><td>9001</td><td>Phone Alert Member</td></tr> </table> </div> <p>(b) Leave this blank or set to <b>(none)</b> and set <b>Phone</b> to an extension number or an external phone number.</p>	(none)	NONE	0	Operator	1000	PC Desktop Alert Group	1001	Phone Alert Group	8000	PC Desktop Alert Member	8001	PC Desktop Alert Member	9000	Phone Alert Member	9001	Phone Alert Member	(none)	NONE	0	Operator	1000	PC Desktop Alert Group	1001	Phone Alert Group	8000	PC Desktop Alert Member	8001	PC Desktop Alert Member	9000	Phone Alert Member	9001	Phone Alert Member
(none)	NONE																																
0	Operator																																
1000	PC Desktop Alert Group																																
1001	Phone Alert Group																																
8000	PC Desktop Alert Member																																
8001	PC Desktop Alert Member																																
9000	Phone Alert Member																																
9001	Phone Alert Member																																
(none)	NONE																																
0	Operator																																
1000	PC Desktop Alert Group																																
1001	Phone Alert Group																																
8000	PC Desktop Alert Member																																
8001	PC Desktop Alert Member																																
9000	Phone Alert Member																																
9001	Phone Alert Member																																
Phone	See <b>Mailbox</b> above.																																



Option	Value
Sequence	<p>This defines the order in which the message is distributed to the PC Desktops of the members of the group. Set this to <b>1, 2, 3</b> etc. to define the order. You can set more than one person to the same value to define a priority, so that Trust 24x7 attempts to issue an alert to any member with sequence set to <b>1</b>, then to any member with sequence set to <b>2</b>, then to any member with sequence set to <b>3</b>, and so on.</p> <p>To utilise a sequence you must select the <b>General</b> tab, <b>Linear UCD</b> check box</p> <p>If there is no specific order, you leave this as <b>1 (ONE)</b> for every member.</p>
Active	This check box <b>MUST</b> be selected, so that it contains a tick.

**NOTE** If someone is temporarily unavailable, due to holiday, illness etc., you edit these details and deselect the **Active** check box, so that it is empty.

- (d) Click the **Apply** button, on the **Members** tab.

**Apply**

- (e) Repeat Steps (a) to (d) to add further members.

### 2.2.4.3 How to specify Shift Patterns

The **Timings** tab enables you to specify the days and times when Trust 24x7 can attempt to deliver an alert to a member of a group. The following example illustrates how to use it to specify a member with shift patterns.

- (1) Add a member as Section 2.2.4.1 (Page 18) and Section 2.2.4.2 (Page 22), Step (7), Sub-Step (c) describes.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	0	
*						

General Timings AMIS

Mailbox: 8000

Phone: 0

Sequence: 1

☒ Active

Navigation buttons: [Previous], [Previous], [Next], [Next], [First], [Last], [Apply]

- (2) Click the **Timings** tab.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	0	
*						

General Timings AMIS

Start time: 00:00

End time: 00:00

Shift Pattern: 0

☐ Sunday  
☐ Monday  
☐ Tuesday  
☐ Wednesday  
☐ Thursday  
☐ Friday  
☐ Saturday

Navigation buttons: [Previous], [Previous], [Next], [Next], [First], [Last], [Apply]

This example will specify the times for someone who work a morning shift on Monday, Tuesday and Wednesday, and an afternoon shift on and Thursday, Friday and Saturday.

- (3) Specify the morning shift on Monday, Tuesday and Wednesday.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	0	
*						

General | Timings | AMIS

Start time: 06:00

End time: 14:00

Shift Pattern: 1

☐ Sunday  
☒ Monday  
☒ Tuesday  
☒ Wednesday  
☐ Thursday  
☐ Friday  
☐ Saturday

Apply

- (4) Click the **Apply** button, on the **Members** tab.

Apply

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	1	PC Desktop Alert Member
*						

General | Timings | AMIS

Start time: 06:00


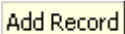
End time: 14:00

Shift Pattern: 1

☐ Sunday  
☒ Monday  
☒ Tuesday  
☒ Wednesday  
☐ Thursday  
☐ Friday  
☐ Saturday

Apply


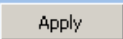
- (5) Click the **General** tab (next to the **Timings** tab) and click the ADD RECORD button.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	1	PC Desktop Alert Member

General		Timings	AMIS
Mailbox	<input type="text" value="8000"/>	<input type="checkbox"/> Active	
Phone	<input type="text" value="0"/>		
Sequence	<input type="text" value="1"/>		


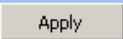



- (6) Specify the same mailbox again.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	1	PC Desktop Alert Member
8000	0	1	Yes	0	0	
*						

General		Timings	AMIS
Mailbox	<input type="text" value="8000"/>	<input checked="" type="checkbox"/> Active	
Phone	<input type="text" value="0"/>		
Sequence	<input type="text" value="1"/>		

- (7) Click the **Timings** tab and specify the afternoon shift.

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	1	PC Desktop Alert Member
8000	0	1	Yes	0	0	
*						

Start time: 14:00  
 End time: 22:00  
 Shift Pattern: 2

☐ Sunday  
☐ Monday  
☐ Tuesday  
☐ Wednesday  
☒ Thursday  
☒ Friday  
☒ Saturday

Apply

- (8) Click the **Apply** button, on the **Members** tab.

Apply

Mailbox	Phone	Sequence	Active	AMIS Mailbox	Shift	Name
8000	0	1	Yes	0	1	PC Desktop Alert Member
8000	0	1	Yes	0	2	PC Desktop Alert Member
*						

Start time: 14:00  
 End time: 22:00  
 Shift Pattern: 2

☐ Sunday  
☐ Monday  
☐ Tuesday  
☐ Wednesday  
☒ Thursday  
☒ Friday  
☒ Saturday

Apply

## 2.2.5 How to set up Mailboxes for Lone Workers

Do the following procedure.

- (1) If necessary, start the System Manager.
- (2) Select the **Mailbox** view. This displays the **General** tab, by default.
- (3) Click the ADD RECORD button.

Add Record

- (4) On the **General** tab, set the values below, as shown in the following illustration.

General | Vmail / AA | Greetings | Actions | Desktop | Notifications | Loneworker | Dial Forward | Web | UCD | V Rec | AMIS | Misc

Mailbox FF 7000 Extension FF

Forename(s) FF Solitary Password \*\*\*\*

Surname FF Toiler Company Voice Connect

Department Field Engineering Deliver to (none)

Class Of Service 11 - LoneWorker


Reference:

Option	Value
Mailbox	<p>Set this to a suitable number. See Section 1.5 (Page 7).</p> <p>It is good practice to choose this to be outside the range of extension numbers.</p> <p><b>NOTE</b> This mailbox number is the lone worker's <b>UserID</b>.</p> <p>The lone worker must enter this, unless the mailbox is set up with Auto Login, which Section 2.2.6 (Page 34) describes.</p>
Forename(s)	Set this to the forename(s) of the lone worker.
Surname	Set this to the surname of the lone worker.
Department	Select an appropriate department from the pull down menu or leave this set to the default value <b>(none)</b> .
Class Of Service	Select <b>Lone Worker</b> from the pull down menu.
Extension	Leave this blank.
Password	<p>Leave this as <b>****</b>, which is the default value <b>8888</b>.</p> <p><b>NOTE</b> This password is the lone worker's <b>PIN</b>.</p> <p>The lone worker can change this.</p>
Company	The name of your organisation or you can leave this blank.
Deliver to	Leave this set to the default value <b>(none)</b> .

- (5) Click the **Lone Worker** tab.

- (6) Specify the values below, as shown in the following illustration.

Option	Function
Lone Worker Alarm Group	Set this to a suitable number. See Section 1.5 (Page 7).
Callback	<p>The mobile phone number of the lone worker or a land line number that the lone worker is working close to.</p> <p>If your implementation of Trust 24x7 provides GPS or GSM tracking, you must specify this in international format as in the following example, but with no spaces.</p> <p>+ 44 7777 123 456</p>

Option	Function
	<p><b>To use the SMS text message facility you MUST have a Voice Connect SMS Gateway account. Contact your Account Manager to set this up.</b></p> <p>This button enables a lone worker to use SMS text messages instead of voice calls to initiate, extend and cancel Trust 24x7 jobs. (You must first enter the number of the mobile phone in the <b>Callback</b> box.) Click on this button and wait ten minutes. For full details of the SMS text message facility refer to Section 6 (Page 47).</p>
Alarm Delay	<p>If you specify a Callback number you must specify a delay.</p> <p>If the lone worker does not immediately answer a callback, Trust 24x7 waits for the duration of the delay.</p> <p>If the lone worker answers the call-back and enters the correct pin, but does not cancel or extend the job, then Trust 24x7 issues an alert after the delay period.</p> <p>If the lone worker answers the call-back but enters no pin or an incorrect pin, Trust 24x7 immediately issues an alert.</p> <p><b>NOTE.</b> Refer to Section 2.1.1 (Page 9). If on the <b>Class Of Service</b> view, <b>Miscellaneous</b> tab, <b>Lone Worker</b> group, you select the <b>Don't alarm on bad login password</b> check box, so that it contains a tick, Trust 24x7 does NOT issue an alert if a lone worker enters an incorrect PIN or no PIN.</p>
Fixed Period (minutes)	<p>If you specify this, Trust 24x7 uses it as a default period for a job.</p> <p>If you do NOT select the check box <b>Must accept default period</b> (so that it is empty) Trust 24x7 offers an extra option to a lone worker, to select the default period.</p> <p>If you DO select the check box <b>Must accept default period</b> (so that it contains a tick) Trust 24x7 constrains a lone worker, to set a job for the default period only.</p>
Maximum Period (minutes)	<p>This specifies a maximum period for a Trust 24x7 job. If a user tries to set up a job for longer than this period, Trust 24x7 rejects the job and prompts the lone worker to set up a new job.</p> <p><b>NOTE.</b> You can also set this through the menu <b>Installation</b>, option <b>Miscellaneous Data</b>, in which case it applies to all lone workers.</p>
Must accept default period	See <b>Fixed Period (minutes)</b> above.



Option	Function
Request site code for Lone Worker	If this check box is selected, so that it contains a tick, Trust 24x7 asks the lone worker to enter a Site Code.
No PIN	<p>If this check box is selected, so that it contains a tick, Trust 24x7 does not ask the lone worker to enter a PIN when it issues a callback to prompt the lone worker to extend or cancel a job.</p> <p><b>NOTE.</b> You can also set this through the menu <b>Installation</b>, option <b>Miscellaneous Data</b>, in which case it applies to all lone workers.</p>
Send SMS warning near end of job	If this check box is selected, so that it contains a tick, Trust 24x7 sends an SMS message 5 minutes before a job expires, to remind the lone worker to cancel or extend the job.
<b>Tracking Settings</b>	
Tracking Enabled	If this check box is selected, so that it contains a tick, Trust 24x7 enables tracking of the mobile phone, by GPS for a GPS enabled phone and GSM for a normal phone. It then sends SMS text messages to Trust 24x7 that report the position of the phone.
Allow Locate Request	If this check box is selected, so that it contains a tick, Trust 24x7 permits a user to request the location of the lone worker.
Location Icon	Not currently used.
History Icon	Not currently used.
Interval (seconds)	The interval between each SMS that Trust 24x7 receives, which reports the location of the phone.
Tracking Type	<p>This may offer one or both of GPS and GSM.</p> <p>GPS uses satellite to provide a relatively precise position.</p> <p>GSM is the type of phone network and enables a phone to be tracked to an area around a mobile phone network transmitter. It is less precise than GPS.</p>
GPS Schedule (NOT ACTIVE) ...	This button enables you to select a GPS Schedule. You can specify one or more of these through the menu <b>Maintenance</b> , option <b>GPS Schedules</b> .
<b>Identicom Unit</b>	
Add / Edit Units ...	Refer to the Trust 24x7 Identicom User Guide.

## 2.2.6 How to set up Auto Login for a Mailbox for a lone worker

The Auto Login facility is available on digital phone systems. It enables Trust 24x7 to recognise the CLI (Caller Line Identity) of the (mobile) phone of a lone worker, and hence the identity of the lone worker. When the lone worker calls Trust 24x7 to start, extend or cancel a job, Trust 24x7 recognises the (mobile) phone number and passes the call directly to the lone worker's mailbox, so that the lone worker does not have to enter a UserID.

- |              |  |
|--------------|--|
| <b>NOTES</b> | <p>(1) This facility can also be configured so that the lone worker does not have to enter a PIN either, as Step (7) describes.</p> <p>(2) If two or more lone workers share a (mobile) phone, they cannot use this facility. The VCII detects that the lone workers have the same phone number and asks them to enter their UserID and PIN numbers.</p> |
|--------------|--|

Do the following procedure.

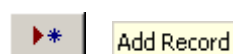
- (1) Click the Dial Forward tab.

The screenshot shows the 'Dial Forward' configuration window. At the top, there is a tab bar with 'Dial Forward' selected. Below the tabs, the 'Multiple Dial Forward' checkbox is unchecked. To its right is a 'Line Access Password' field with a masked password. Below these, there are several configuration options: 'Enabled' (unchecked), 'Ring Count' (4), 'Dial forward number' (empty), 'Number Type' (External), 'Dial forward attempts' (1), 'Recognition Style' (None Required), 'Transfer Type' (Blind dial), and 'Blind Transfer Mode' (empty).

- (2) Select the **Multiple Dial Forward** check box.

The screenshot shows the 'Dial Forward' configuration window with 'Multiple Dial Forward' checked. Below this, there is a table with columns: Sequence, Number, Number Type, and Enabled. The table is currently empty. Below the table, there is a detailed configuration section for a specific sequence. This section has tabs for 'General' and 'Flags'. The 'General' tab is active, showing fields for Sequence, Number, Number Type, Enabled (unchecked), Ringcount, Answer Types, Answer Password, Attempts, Transfer Type, and Blind Transfer. At the bottom of the window, there are navigation buttons (back, forward, etc.) and an 'Apply' button.

- (3) Click the ADD RECORD button.



- (4) Set **Sequence** to **1**.

 A screenshot of the 'Dial Forward' configuration window. The 'General' tab is selected. The 'Multiple Dial Forward' checkbox is checked. The 'Line Access Password' field contains an asterisk. Below is a table with columns: Sequence, Number, Number Type, and Enabled. The first row shows Sequence 0, Number 0, Number Type External, and Enabled Yes. Below the table is a 'General' section with fields for Sequence (1), Number (0), Number Type (External), Enabled (checked), Ringcount (8), Answer Types (None Required), Answer Password (8888), Attempts (2), Transfer Type (Blind dial), and Blind Transfer. At the bottom are navigation buttons and an 'Apply' button.

- (5) Specify the (mobile) phone number in **Number**.

 A screenshot of the 'Dial Forward' configuration window, similar to the previous one, but with the 'Number' field updated to '07777123456'. The 'Sequence' field remains '1'. All other settings and the table structure are the same.

(6) Click the **Flags** tab.

General Vmail / AA Greetings Sched Actions Desktop Notifications Loneworker Dial Forward Web UCD V Rec AMIS Misc

☒ Multiple Dial Forward Line Access Password \*

Sequence	Number	Number Type	Enabled
1	07777123456	External	Yes

General Flags

☒ Call On Dial ☐ User Updatable

☐ Call On Divert ☐ Login (No Password)

☐ Call on busy ☐ Auto Login

☐ Call on no reply

Apply

(7) Clear the **Call On Dial** check box and select the **Auto Login** check boxes.

General Vmail / AA Greetings Sched Actions Desktop Notifications Loneworker Dial Forward Web UCD V Rec AMIS Misc

☒ Multiple Dial Forward Line Access Password \*

Sequence	Number	Number Type	Enabled
1	07777123456	External	Yes

General Flags

☐ Call On Dial ☐ User Updatable

☐ Call On Divert ☐ Login (No Password)

☐ Call on busy ☒ Auto Login

☐ Call on no reply

Apply

**NOTE**

- (1) If you select the **Login (No Password)** check box, the lone worker does not have to enter the PIN either.
- (2) You can always select the **Login (No Password)** option because it is always available. However, it only operates if the **Auto Login** check box is selected.

- (8) Click the **Apply** button, on the **Dial Forward** tab.

**Apply**

General	Vmail / AA	Greetings	Sched	Actions	Desktop	Notifications	Loneworker	Dial Forward	Web	UCD	V Rec	AMIS	Misc		
<input checked="" type="checkbox"/> Multiple Dial Forward									Line Access Password					<input type="text" value="*"/>	
		Sequence		Number		Number Type		Enabled							
		▶		1		07777123456		External		Yes					
		*													
<div>General    Flags</div> <div><div><input type="checkbox"/> Call On Dial <input type="checkbox"/> Call On Divert <input type="checkbox"/> Call on busy <input type="checkbox"/> Call on no reply</div><div><input type="checkbox"/> User Updatable <input checked="" type="checkbox"/> Login (No Password) <input checked="" type="checkbox"/> Auto Login</div></div> <div><div>⏮ ⏪ ⏩ ⏭ ⏮* ⏭X</div><div><b>Apply</b></div></div>															

### 3 How to use Trust 24x7

#### 3.1 How to set up a Trust 24x7 Job and record a message

- (1) Dial the access number for Trust 24x7 and enter your Trust 24x7 UserID.

- (2) Trust 24x7 plays the following announcement.

*Please enter your PIN.*

- (3) Enter your Trust 24x7 PIN.

- (4) Trust 24x7 plays the following announcement.

*Thank you.*

- (5) Trust 24x7 plays the following Main Menu.

*To enter a new job, Press ONE.*

*To change your Lone Worker PIN, Press FOUR.*

*To record an information only message, Press FIVE.*

- (6) You press ONE.

- (a) Trust 24x7 plays the following announcement.

*Please enter the length of the job in minutes or press HASH (#) and enter the time as four digits.*

- (b) Enter the length of the job in minutes, as TWO digits, i.e. in the range 01 to 99, or press the HASH (#) key and enter a time, as four digits, by which you expect to complete the job, for example 1430 for 2:30pm.

- (c) Trust 24x7 plays the time.

- (d) Trust 24x7 plays the following announcement.

*If this is correct, press ONE.*

*Or to re-enter, press TWO.*

- (e) IF you press TWO, Trust 24x7 returns to Step (b).  
IF you press ONE, Trust 24x7 plays the following announcement.

*Please record your message.*

- (f) Trust 24x7 sounds a tone.

- (g) Record your message. Press STAR (\*) to finish recording.

- (h) Trust 24x7 plays the following announcement.

*If this is correct, Press ONE.*

*Or to review, Press TWO.*

- (k) If you press ONE, Trust 24x7 plays the following announcement and returns to the Main Menu, in Section 3.2 (Page 39), Step (6).

*The job was successfully recorded.*

If you press TWO, Trust 24x7 plays your recorded message and responds.

*If this is correct, Press ONE.  
Or to re-record, Press TWO.*

- (n) If you press ONE, Trust 24x7 plays the following announcement and returns to the Main Menu, in Section 3.2 (Page 39), Step (6).

*The job was successfully recorded.*

If you press TWO, Trust 24x7 returns to Step (f).

### 3.2 How to cancel or extend a Trust 24x7 Job

- (1) You can cancel or extend a Trust 24x7 job in two situations.
- (a) You intentionally call Trust 24x7, to cancel or extend a job. Dial the access number for Trust 24x7 and enter your Trust 24x7 UserID.
  - (b) Trust 24x7 calls you, shortly before a job expires, to prompt you to cancel or extend the job.
- (2) Trust 24x7 plays the following announcement.
- Please enter your PIN.*
- (3) Enter your Trust 24x7 PIN.
- (4) Trust 24x7 plays the following announcement.
- Thank you.*
- (5) Trust 24x7 plays the following Main Menu.
- To cancel the current job, Press TWO.  
To extend the current job, Press THREE.  
To change your Lone Worker PIN, Press FOUR.  
To record an information only message, Press FIVE.*
- (6) You press TWO.
- (a) Trust 24x7 plays the following announcement and returns to the Main Menu, in Section 3.1 (Page 38), Step (6).
- The current job was successfully cancelled.*
- (7) You press THREE.
- (a) Trust 24x7 plays the following announcement.
- To extend your job either enter the number of minutes as two digits or press HASH (#) followed by the new end time as four digits.*

- (b) Enter the length of the job in minutes, as TWO digits, i.e. in the range 01 to 99, or press the HASH (#) key and enter a time, as four digits, by which you expect to complete the job, for example 1430 for 2:30pm.
- (c) Trust 24x7 plays the time.
- (d) Trust 24x7 plays the following announcement.

*If this is correct, press ONE.  
Or to re-enter, press TWO.*

- (e) IF you press TWO, Trust 24x7 returns to Step (b).  
IF you press ONE, Trust 24x7 plays the following announcement.

*To record a new message, Press ONE.  
To leave the existing message, Press TWO.*

- (f) IF you press TWO, Trust 24x7 plays the following announcement and returns to the Main Menu in Step(6).

*The current job was successfully updated.*

IF you press ONE, Trust 24x7 plays the following announcement.

*Please record your message.*

- (g) Trust 24x7 sounds a tone.
- (h) Record your message. Press STAR (\*) to finish recording.
- (k) Trust 24x7 plays the following announcement.

*If this is correct, Press ONE.  
Or to review, Press TWO.*

- (m) IF you press ONE, Trust 24x7 plays the following announcement and returns to the Main Menu in Step(6).

*The current job was successfully updated.*

IF you press TWO, Trust 24x7 plays your recorded message and responds.

*If this is correct, Press ONE.  
Or to re-record, Press TWO.*

- (n) IF you press ONE, Trust 24x7 plays the following announcement and returns to the Main Menu in Step(6).

*The current job was successfully updated.*

IF you press TWO, Trust 24x7 returns to Step (g).

### 3.3 How to change your PIN or record an information only message

- (1) Dial the access number for Trust 24x7 and enter your Trust 24x7 UserID.



- (2) Trust 24x7 plays the following announcement.

*Please enter your PIN.*

- (3) Enter your Trust 24x7 PIN.

- (4) Trust 24x7 plays the following announcement.

*Thank you.*

- (5) Trust 24x7 plays the Main Menu, which ends with the following two options.

*To change your Lone Worker PIN, Press FOUR.  
To record an information only message, Press FIVE.*

- (6) You press FOUR.

- (a) Trust 24x7 plays the following announcement.

*Please enter your new PIN.*

- (b) As you enter each digit of your 4-digit PIN, Trust 24x7 announces each digit.

- (c) Trust 24x7 plays the following announcement.

*Please enter your new PIN again.*

- (d) As you re-enter each digit of your 4-digit PIN, Trust 24x7 announces each digit.

- (e) Trust 24x7 plays the following announcement.

*Your PIN has been changed.*

- (f) Trust 24x7 returns to the Main Menu.

You press FIVE.

- (a) Trust 24x7 plays the following announcement.

*Please record your message. This will not log you on or set an alarm.*

- (b) Trust 24x7 sounds a tone.

- (c) Record your message. Press STAR (\*) to finish recording.

- (d) Trust 24x7 plays the following announcement.

*If this is correct, Press ONE.  
Or to review, Press TWO.*

- (e) If you press ONE, Trust 24x7 returns to the Main Menu.  
If you press TWO, Trust 24x7 plays your recorded message and responds.

*If this is correct, Press ONE.  
Or to re-record, Press TWO.*

- (f) If you press ONE, Trust 24x7 returns to the Main Menu.  
If you press TWO, Trust 24x7 returns to Step (b).

### 3.4 How to Intentionally Invoke an Alert

A lone worker can intentionally invoke an alert, to initiate the escalation procedure, if the lone worker requires assistance or encounters an emergency situation.

To intentionally invoke an alert, do one of the following.

- (1) Call Trust 24x7, enter your ID number, but do NOT enter a PIN.
- (2) Call Trust 24x7, enter your ID number, and enter an incorrect PIN.

<b>NOTE</b>	Refer to Section 2.1.1 (Page 9). If on the <b>Class Of Service</b> view, <b>Miscellaneous</b> tab, <b>Lone Worker</b> group, you select the <b>Don't alarm on bad login password</b> check box, so that it contains a tick, Trust 24x7 does NOT issue an alert if a lone worker enters an incorrect PIN or no PIN.
-------------	--

- (3) Do NOT cancel a Trust 24x7 job, and allow it to expire.

Section 4 (Page 43), which follows, and Section 5 (Page 44) describe what happens when Trust 24x7 issues an alert.

## 4 Phone Alert

If a lone worker fails to cancel or extend a Trust 24x7 job before it expires, or intentionally invokes an alert [see Section 3.4 (Page 42)], Trust 24x7 attempts to issue an alert to one member of the Alert Group(s). See Section 1.2 (Page 5). If there is a Phone Alert Group it calls each member in turn. When a member answers a call, the call proceeds as follows.

- (1) Trust 24x7 plays the following announcement.

*This is an alarm call from the lone worker system.*

- (2) Trust 24x7 plays the message recorded by the lone worker.

- (3) Trust 24x7 plays the following announcement.

*To acknowledge this call, Press ZERO.*

*To repeat the message and acknowledge the call, Press ONE.*

- (4) If you press ONE, Trust 24x7 replays the lone worker's message and returns to Step (3).

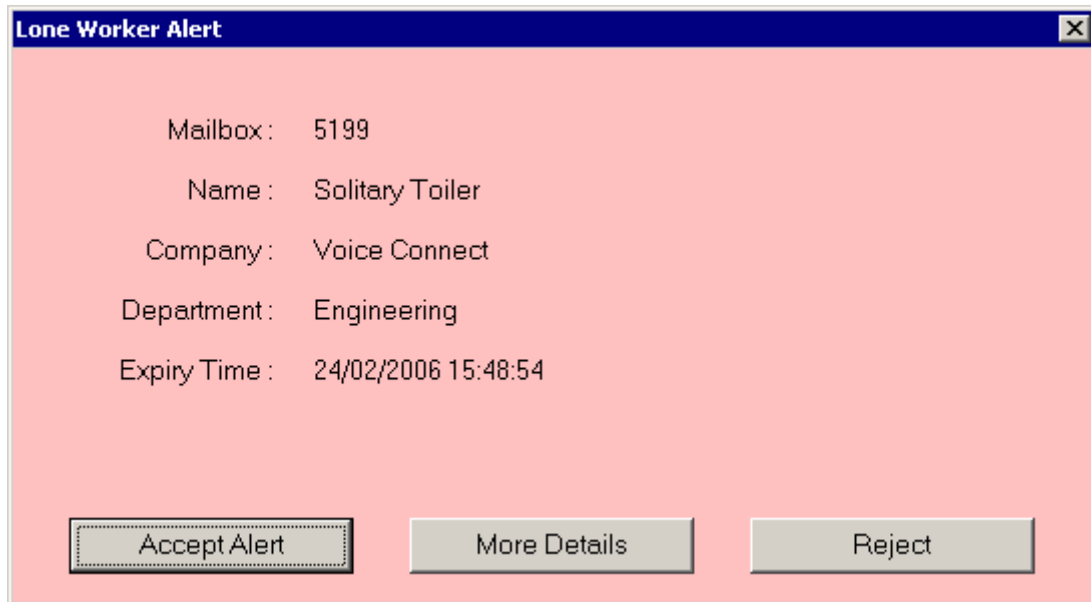
If you press ZERO, Trust 24x7 plays the following message and ends the call.

*The call was accepted.*

## 5 Desktop (PC) Alert

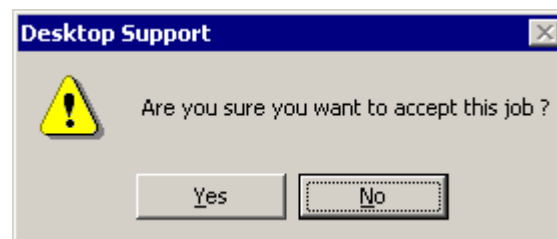
If a lone worker fails to cancel or extend a Trust 24x7 job before it expires, or intentionally invokes an alert [see Section 3.4 (Page 42)], Trust 24x7 attempts to issue an alert to one member of the Alert Group(s). See Section 1.2 (Page 5). If there is a Desktop Alert Group it issues an alert to each member in turn. When a member responds to an alert, the response proceeds as follows.

- (1) The Desktop Integration Alert displays a window similar to the following.

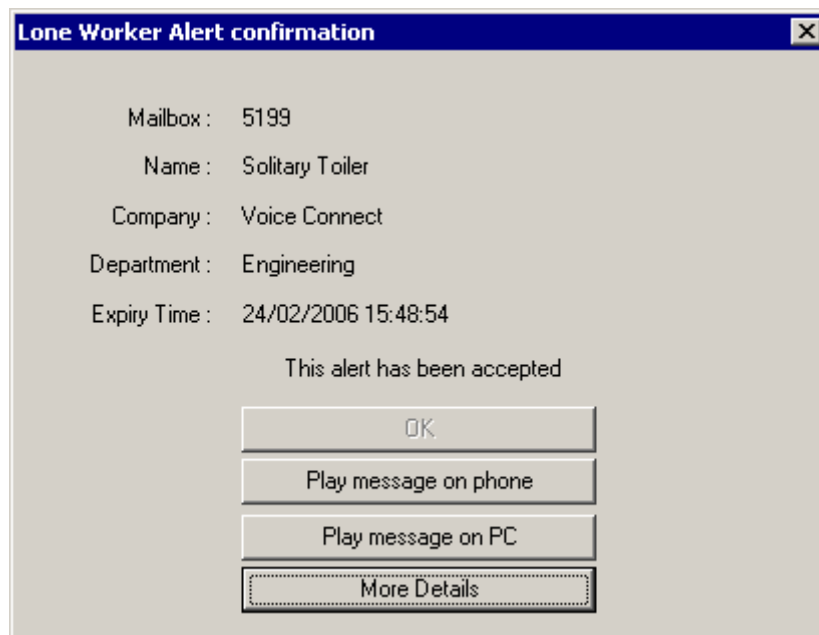


- (2) If you click on the **Reject** button, the above window closes and Trust 24x7 tries to issue the alert to another member of the group.

If you click the **Accept Alert** button, Desktop Integration Alert displays the following request for confirmation. Click the **Yes** button.



- (3) The Desktop Integration Alert displays a window similar to the following.

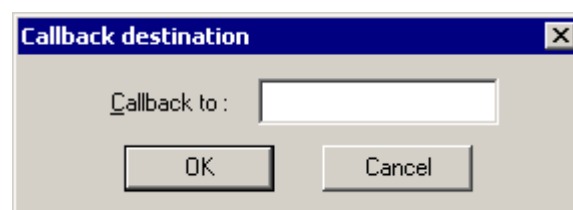


The **OK** button is initially disabled and greyed out. You must click at least one of the other three buttons to enable the **OK** button.

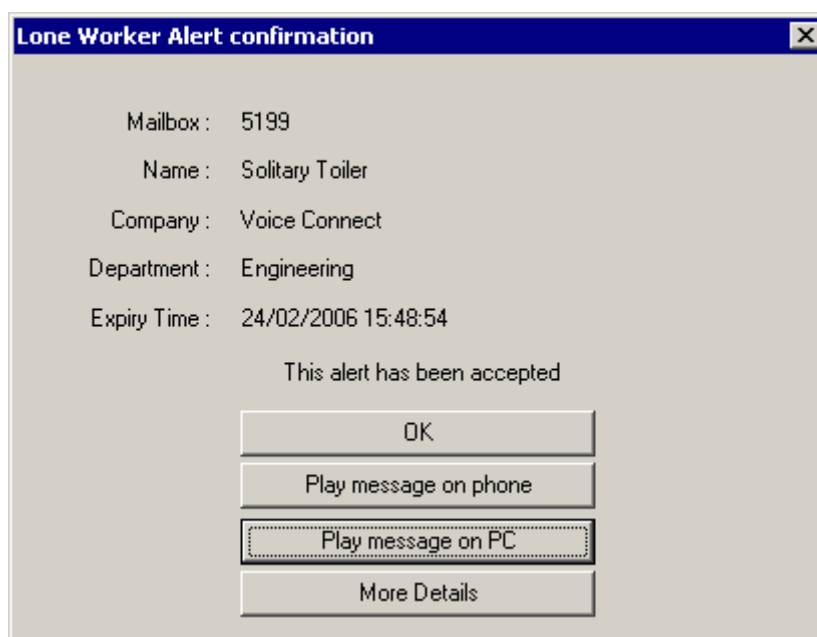
If you click the **More Details** button, Trust 24x7 displays the details of the lone worker, similar to that shown in Section 8.2.2 (Page 55).

If you click the **Play message on PC** button, the Desktop Integration Alert plays the message recorded by the lone worker in Microsoft® Windows® Media Player.

If you click the **Play message on phone** button, the Desktop Integration Alert displays the following window, into which you key your extension (or phone) number to listen to the message recorded by the lone worker.



- (4) Click the **OK** button.



## 6 How to set up the SMS Text Message Facility

You can configure Trust 24x7 to enable lone workers to issue SMS text messages to start, extend and cancel Trust 24x7 jobs.

Trust 24x7 implements the SMS text message facility through the facilities provided for the Identicom unit, which the **Trust 24x7 Identicom User Guide** describes.

### 6.1 SMS Gateway Account

To use the SMS text message facility you require a Voice Connect SMS Gateway Account.

- (1) Contact your account manager to set one up.
- (2) The **Trust 24x7 Identicom User Guide** describes how to configure Trust 24x7 to use it.

<b>COSTS</b>	(a)	Each SMS text message that a lone worker sends to Trust 24x7 is charged at the rate agreed with your provider, which will appear on the mobile phone bill.
	(b)	There is a further cost of 1p for each message. This is the cost for each text message that the SMS Gateway receives.

### 6.2 Identicom Templates

If you wish to use the SMS text message command to extend a job, as Section 7.2 (Page 50) describes, you must first set up and use an Identicom template. Most of the parameters are not relevant for an ordinary mobile phone, but the System Manager constrains you to enter a value in all boxes. The following illustrations show you what to enter. Refer to the **Trust 24x7 Identicom User Guide** for further details and how to apply the template.

#### 6.2.1 General

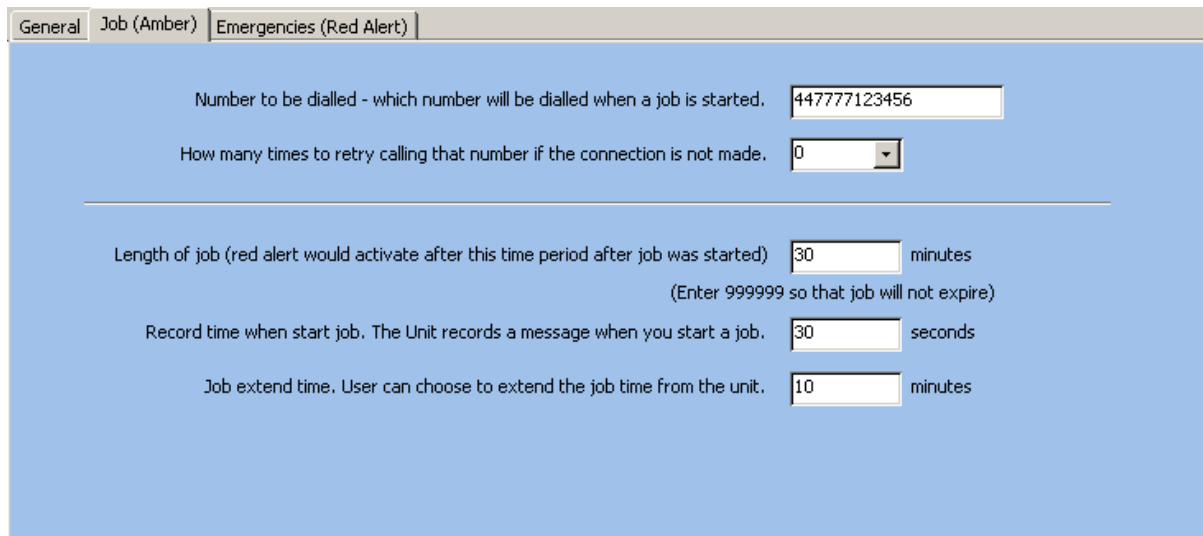
- (1) Enter **SMS Facility** or something similar in the **Template Description**.
- (2) Use the dummy number **07777 – 123 456** for the phone numbers.

The screenshot shows the 'General' tab of the Identicom configuration interface. The 'Template Number' is set to 5. The 'Template Description' is 'SMS Facility'. Under the 'Status' section, the 'Mobile Number to receive warnings' is 447777123456, and the 'Number of retries' is 0. The 'Parameter confirmation number' is also 447777123456. The 'Send DTMF identifier' option is set to 'No'.

Field	Value
Template Number (This is set by the System Manager)	5
Template Description	SMS Facility
Mobile Number to receive warnings. Identicom Unit will send these warnings via text message to this number.	447777123456
Number of retries	0
Parameter confirmation number. When a configuration is sent to the Identicom unit, the unit will send a copy of its parameters via text to this number.	447777123456
Send DTMF identifier (need if on analogue systems)	No

## 6.2.2 Job (Amber)

- (1) Use the dummy number **07777 – 123 456** for the phone number again.



General Job (Amber) Emergencies (Red Alert)

Number to be dialled - which number will be dialled when a job is started.

How many times to retry calling that number if the connection is not made.

---

Length of job (red alert would activate after this time period after job was started)  minutes  
(Enter 999999 so that job will not expire)

Record time when start job. The Unit records a message when you start a job.  seconds

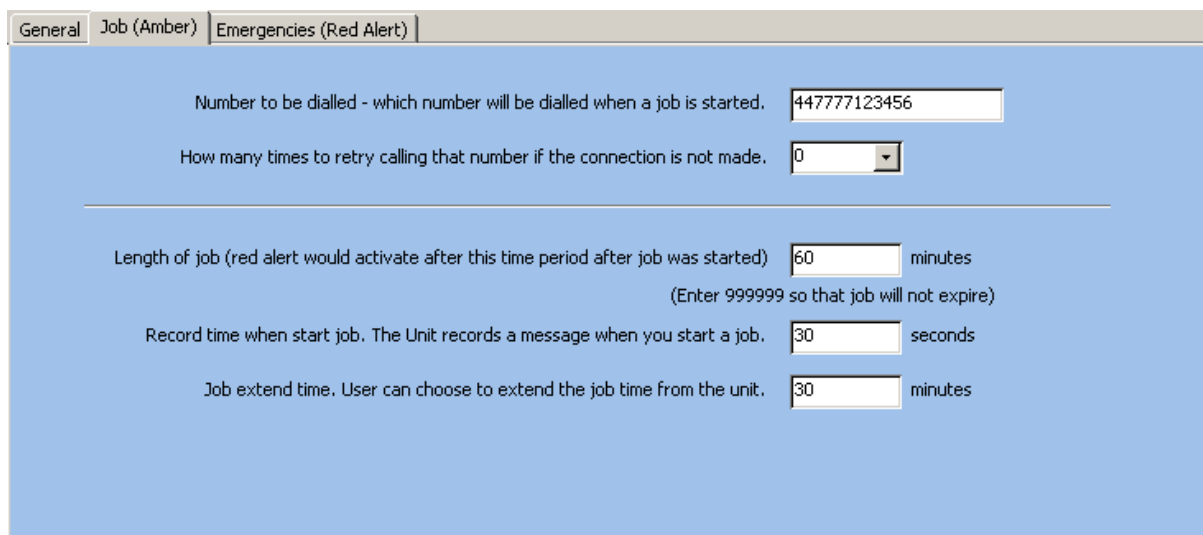
Job extend time. User can choose to extend the job time from the unit.  minutes

- (2) Change the **Length of job** from the default if appropriate.

Trust 24x7 uses this value if the lone worker does not specify a time, as Section 7.1 (Page 50) describes.

- (3) Change the **Job extend time** from the default if appropriate.

The extend command, which Section 7.2 (Page 50) describes, uses this value.



General Job (Amber) Emergencies (Red Alert)

Number to be dialled - which number will be dialled when a job is started.

How many times to retry calling that number if the connection is not made.

---

Length of job (red alert would activate after this time period after job was started)  minutes  
(Enter 999999 so that job will not expire)

Record time when start job. The Unit records a message when you start a job.  seconds

Job extend time. User can choose to extend the job time from the unit.  minutes



### 6.2.3 Emergencies (Red Alert)

- (1) Use the dummy number **07777 – 123 456** for the phone number again.

The screenshot shows a web interface with three tabs: 'General', 'Job (Amber)', and 'Emergencies (Red Alert)'. The 'Emergencies (Red Alert)' tab is active. It contains the following fields:

- Voice Number.** The unit will dial this number when a red alert is raised.
- How many times to retry to call if no connection can be made**
- Record time.** When a red alert is activated, how long the unit will leave the call open.  minutes
- Rip alarm alerts enabled - when rip cord is pulled out does this set off the Red Alert state.**

### 6.3 How to Register a lone worker to use the SMS Interface

Refer to Section 2.2.5 (Page 29), parameters **Callback** and **Register for SMS Interface**.

### 6.4 Alarm Groups

- (1) The lone worker can **ONLY** alert to a PC Desktop Alert Group.
- (2) That alert group can **ONLY** pass an alert to another PC Desktop Alert Group.
- (3) When a member of the alert group receives an alert, he/she must press the **More Details** button. This invokes the Trust 24x7 web interface, which displays the text message that Section 7.1 (Page 50) describes.

The screenshot shows a dialog box titled 'Lone Worker Alert confirmation'. It contains the following information:

- Mailbox : 5199
- Name : Solitary Toiler
- Company : Voice Connect
- Department : Engineering
- Expiry Time : 24/02/2006 15:48:54

Below the information, it states: 'This alert has been accepted'.

At the bottom, there are four buttons: 'OK', 'Play message on phone', 'Play message on PC', and 'More Details'.

## 7 How to use the SMS Text Message facility

### 7.1 How to Start a Job

- (1) Send a SMS text message with the details of your job to the following number.

**07797 805 452**

- (2) You must put one the following commands, followed by a space, at the beginning of the SMS text message, to specify the duration of the job.

Command	Length of Job
.30t	30 minutes
.45t	45 minutes
.60t	60 minutes (1 hour)
.75t	75 minutes
.90t	90 minutes

Command	Length of Job
.1t	1 hour
.2t	2 hours
.3t	3 hours
.4t	4 hours
.5t	5 hours
.6t	6 hours
.7t	7 hours
.8t	8 hours
.9t	9 hours

### 7.2 How to Extend a Job

Send the following SMS text message

**.e**

to the following number.

**07797 805 452**

<b>NOTES</b>	(1) The case is unimportant, i.e. it can be <b>.E</b> or <b>.e</b> .
	(2) You <b>MUST</b> first set up and use an Identicom template to utilise this command. Refer to the <b>Trust 24x7 Identicom User Guide</b> .

### 7.3 How to Cancel a Job

Send the following SMS text message

**ok**

to the following number.

**07797 805 452**

<b>NOTE</b>	The case is unimportant, i.e. it can be <b>OK</b> , <b>Ok</b> or <b>ok</b> .
-------------	--

## 7.4 How to intentionally Issue an Alert

Send the following SMS text message

**help**

to the following number.

**07797 805 452**

<b>NOTE</b>	The case is unimportant, i.e. it can be <b>HELP</b> , <b>Help</b> or <b>help</b> .
-------------	--

## 8 Trust 24x7 Web 2.02.0004

### 8.1 Login

Do the following procedure.

- (1) Start your web browser (such as Internet Explorer) and browse to your Trust 24x7 Web start page.

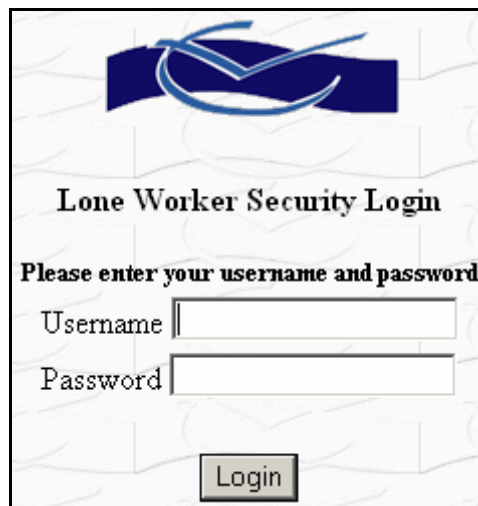
**NOTE** Voice Connect inform you of the address of the start page of Trust 24x7 Web when we install the Trust 24x7 software.

Trust 24x7 Web displays a view similar to the following.



- (2) Click on the **Click here to enter** link or wait.

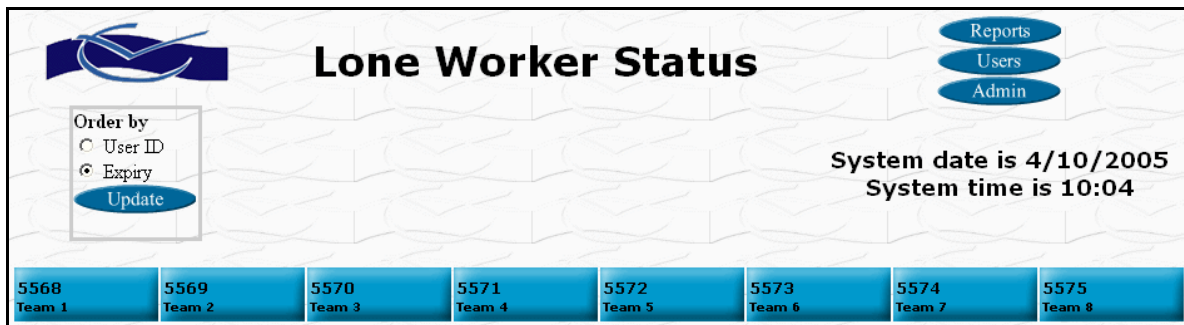
Trust 24x7 Web displays the following login view.

A screenshot of the Lone Worker Security Login form. It features the same blue logo as the previous image at the top. Below the logo, the text 'Lone Worker Security Login' is displayed in a bold, black font. Underneath this, the text 'Please enter your username and password' is displayed in a smaller, bold, black font. There are two input fields: one for 'Username' and one for 'Password'. Below these fields is a button labeled 'Login'. The background of the form has a faint, repeating pattern of the same blue logo.

- (3) Key in your Username and Password and click the **Login** button.

## 8.2 Status

- (1) After you login, Trust 24x7 Web displays a view similar to the following. The blue buttons indicate lone workers that do NOT have an active job.



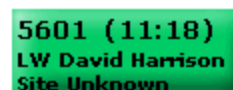
- (2) If a lone worker does not have an active job, the button is blue as shown below.



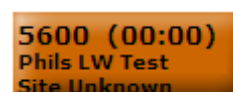
If a lone worker has recorded a 'not logged in' message, the button has a picture of a tape cassette on it.



If a lone worker initiates a job, which is active and has not expired, the button is green, as shown below.



If a lone worker has an active job that has expired and Trust 24x7 has issued a **Callback (Mailbox view, Loneworker tab)**, the button is orange, as shown below, until the lone worker cancels or extends the job, or the **Alarm Delay** period elapses and the job alarms.



If a lone worker has an active job that is alarmed, because the lone worker purposely initiated the alarm, or because the lone worker did not cancel or extend the job when it expired, the button is red, as shown below.



If a lone worker has an active job, which is alarmed, and the alarm has been acknowledged, the button is red with a white cross, as shown below.



If a lone worker is in a designated hazardous area, the button has a yellow triangle, as shown below.



The yellow triangle can appear on a button indicating an active job, i.e. green, orange, red or red with a white cross.

It cannot appear on a button that is blue.

- (3) Click on a button to display the details of the lone worker. Trust 24x7 Web displays a view similar to the following.

### 8.2.1 Lone Worker Details (overview)

## Loneworker Details

Current Status is Not Logged In
Back

**Loneworker**      LW David Harrison

**The expire group number**      5641

**Site Code:** 0

**Description:** Unknown

[Play Lone Worker Message](#)  
[Display Lone Worker Details](#)  
[Display LoneWorker Text Message](#)

[Message Archive](#)  
[Alarm Audit](#)

Mailbox/Phone	Forename	Surname	Sequence	Active
5642	Desktop Alert DH		1	True

Click on the links to access further details.

- (1) The **Display Lone Worker Details** link displays a view similar to that shown in (the next) Section 8.2.2 (Page 55).
- (2) The **Play Lone Worker Message** link displays a view similar to that shown in Section 8.2.3 (Page 56).
- (3) The **Display Lone Worker Text Message** link displays a view similar to that shown in Section 8.2.5 (Page 59).
- (4) The **Message Archive** link displays a view similar to that shown in Section 8.2.6 (Page 60).
- (5) The **Alarm Audit** link displays a view similar to that shown in Section 8.2.7 (Page 61).

## 8.2.2 Lone Worker Details (detailed)

This view enables you to view and edit the details of the lone worker.

Lone Worker Details 5601

Name

LW David Harrison

Department

Engineering

Car Registration

A123 ABC

Car Type

Trans-Am


Car Colour

Black

Car Model

Knight Industries 2000

Notes



More Information

Manager

Mgr Contact

Userdef3

Userdef4

Personal Details

Date of Birth

01/01/1980

Address

Postcode

Home Number

Mobile Number

+447777123456

Update Picture

First Contact

Name

Mrs Harrison

Address

Postcode

Relationship

Wife

Contact

Update

Back

(1) If you edit any details click the **Update** button shown below to save the amended details.

Update

(2) If you clicked on the **More Details** button as Section 5 (Page 44) describes to display this view, you can click on the **Back** button shown below to display the view shown in Section 8.2.1 (Page 54).

Back

Issue 1.01 – 14 January 2011

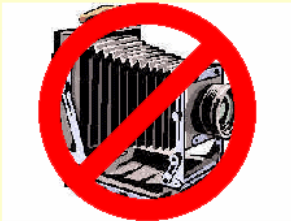
Page 55 of 75

### 8.2.3 Adding or Changing the Picture

If the details do not have a picture, the view displays the image shown below by default.

Lone Worker Details 5601

<b>Name</b>	LW David Harrison		
<b>Department</b>	Engineering		
<b>Car Registration</b>	<input type="text" value="A123 ABC"/>		
<b>Car Type</b>	<input type="text" value="Trans-Am"/>		
<b>Car Colour</b>	<input type="text" value="Black"/>		
<b>Car Model</b>	<input type="text" value="Knight Industries 2000"/>		
<b>Notes</b>	<div style="border: 1px solid black; height: 40px;"></div>		



**More Information**

**Manager**

**Mgr Contact**

**Userdef3**

**Userdef4**

**Personal Details**

**Date of Birth**

**Address**

**Postcode**

**Home Number**

**Mobile Number**

[Update Picture](#)

**First Contact**

**Name**

**Address**

**Postcode**

**Relationship**

**Contact**

Update
Back

To add an image or change the image, do the following procedure.

- (1) Click the **Update Picture** link under the picture area.
- (2) Trust 24x7 Web displays the following view.

Update Loneworker Picture

Use the browse button to select a picture on your machine. Then click on the "Upload selected file" button

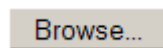
File types that can be uploaded JPG,BMP. File size must be under 800K

Browse...

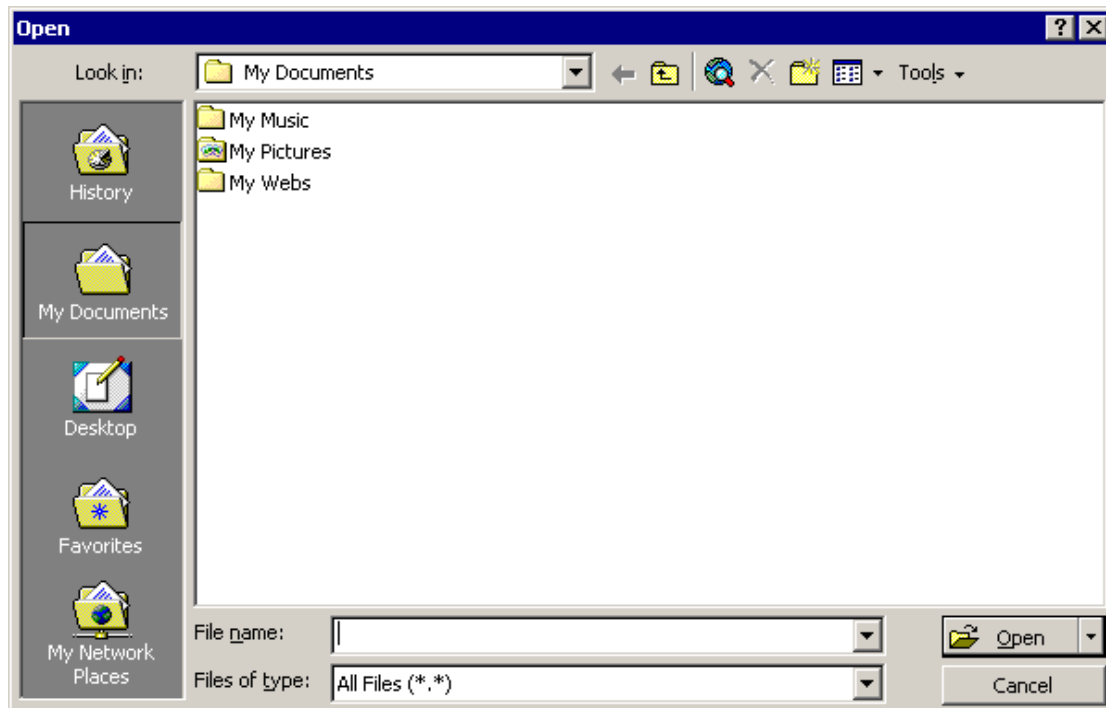
Upload selected file



- (3) Click the **Browse** button.



- (4) Trust 24x7 Web displays the standard Windows file browser window.



- (5) Select the image file and click the **Open** button.

IMPORTANT	(1)	The image file must be either a JPG or a BMP file.
	(2)	The size of the image file must be less than 800K.
	(3)	<b><i>The name of the image file must be no more than 18 characters.</i></b>

- (6) Trust 24x7 Web inserts the file's pathname in the box to the left of the **Browse** button.

### Update Loneworker Picture

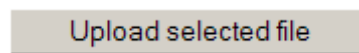
Use the browse button to select a picture on your machine. Then click on the "Upload selected file" button

File types that can be uploaded JPG,BMP. File size must be under 800K

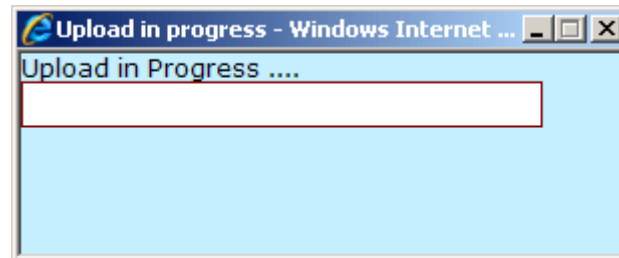
C:\Documents and Settings\ [Browse...]

Upload selected file

- (7) Click the **Upload selected file** button.




- (8) Trust 24x7 Web briefly displays the following window.



- (9) Trust 24x7 Web displays the uploaded image.

### Lone Worker Details 5601

<b>Name</b>	LW David Harrison		
<b>Department</b>	Engineering		
<b>Car Registration</b>	<input type="text" value="A123 ABC"/>		
<b>Car Type</b>	<input type="text" value="Trans-Am"/>		
<b>Car Colour</b>	<input type="text" value="Black"/>		
<b>Car Model</b>	<input type="text" value="Knight Industries 2000"/>		
<b>Notes</b>	<div style="border: 1px solid gray; height: 30px;"></div>		



**More Information**

**Manager**

**Mgr Contact**

**Userdef3**

**Userdef4**

**Personal Details**

**Date of Birth**

**Address**

**Postcode**

**Home Number**

**Mobile Number**

[Update Picture](#)

**First Contact**

**Name**

**Address**

**Postcode**

**Relationship**

**Contact**

Update

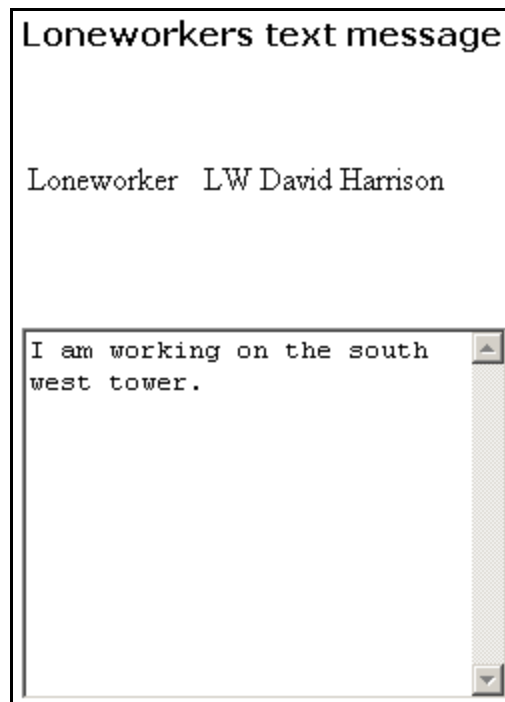
Back

## 8.2.4 Play Lone Worker Message

Right click the **Play Lone Worker Message** link on the view that Section 8.2.1 (Page 54) shows, and select **Save Target As** to download the current message as a WAV file.

### 8.2.5 Display Lone Worker Text Message

If you click the **Play Lone Worker Message** link on the view that Section 8.2.1 (Page 54) shows, Trust 24x7 Web displays a view similar to the following.



## 8.2.6 Message Archive

If you click the **Message Archive** link on the view that Section 8.2.1 (Page 54) shows, Trust 24x7 Web displays a view similar to the following.

Archive files available for download.			<a href="#">Back</a>
File Name	Attributes	Action	
<a href="#">V.5601.20071123101718</a>	23/11/2007 10:17:18	Normal	
<a href="#">V.5601.20071123103044</a>	23/11/2007 10:30:44	Normal	
<a href="#">V.5601.20071130170502</a>	30/11/2007 17:05:02	Normal	
<a href="#">V.5601.20071130171654</a>	30/11/2007 17:16:54	Normal	
<a href="#">V.5601.20071203102140</a>	03/12/2007 10:21:40	Normal	
<a href="#">V.5601.20071203104500</a>	03/12/2007 10:45:00	Normal	
<a href="#">V.5601.20071203112627</a>	03/12/2007 11:26:27	Normal	
<a href="#">V.5601.20071207101033</a>	07/12/2007 10:10:33	Normal	
<a href="#">V.5601.20071207102252</a>	07/12/2007 10:22:52	Normal	
<a href="#">V.5601.20080110104357</a>	10/01/2008 10:43:57	Normal	
<a href="#">V.5601.20080110110204</a>	10/01/2008 11:02:04	Normal	
<a href="#">V.5601.20080110112603</a>	10/01/2008 11:26:03	Normal	
<a href="#">V.5601.20080110113205</a>	10/01/2008 11:32:05	Normal	
<a href="#">V.5601.20080110132151</a>	10/01/2008 13:21:51	Normal	
<a href="#">V.5601.20080110134400</a>	10/01/2008 13:44:00	Normal	
<a href="#">V.5601.20080116153235</a>	16/01/2008 15:32:35	Normal	
<a href="#">V.5601.20080117151735</a>	17/01/2008 15:17:35	Normal	
<a href="#">V.5601.20080125121248</a>	25/01/2008 12:12:48	Normal	
<a href="#">V.5601.20080201165544</a>	01/02/2008 16:55:44	Normal	
<a href="#">V.5601.20080205104656</a>	05/02/2008 10:46:56	Normal	
<a href="#">V.5601.20080206134639</a>	06/02/2008 13:46:39	Normal	
<a href="#">V.5601.20080318115910</a>	18/03/2008 11:59:10	Normal	
<a href="#">V.5601.20080417105041</a>	17/04/2008 10:50:41	Normal	
<a href="#">V.5601.20080417105848</a>	17/04/2008 10:58:48	Normal	
<a href="#">V.5601.20080417111518</a>	17/04/2008 11:15:18	Normal	
<a href="#">V.5601.20080417114351</a>	17/04/2008 11:43:51	Normal	
<a href="#">V.5601.20080417115925</a>	17/04/2008 11:59:25	Normal	
<a href="#">V.5601.20080417120307</a>	17/04/2008 12:03:07	Normal	
<a href="#">V.5601.20080527103707</a>	27/05/2008 10:37:07	Normal	
<a href="#">V.5601.20080527105049</a>	27/05/2008 10:50:49	Normal	
<a href="#">V.5601.20080527132613</a>	27/05/2008 13:26:13	Normal	
<a href="#">V.5601.20080618100205</a>	18/06/2008 10:02:05	Normal	
<a href="#">V.5601.20080618101919</a>	18/06/2008 10:19:19	Normal	
<a href="#">V.5601.20080624104346</a>	24/06/2008 10:43:46	Normal	
<a href="#">V.5601.20080624105757</a>	24/06/2008 10:57:57	Normal	
<a href="#">V.5601.20080806143942</a>	06/08/2008 14:39:42	Normal	
<a href="#">V.5601.20080806144523</a>	06/08/2008 14:45:23	Normal	
<a href="#">V.5601.20081106140913</a>	06/11/2008 14:09:13	Normal	
<a href="#">V.5601.20081106164243</a>	06/11/2008 16:42:43	Normal	
<a href="#">V.5601.20081107151352</a>	07/11/2008 15:13:52	Normal	

Right click on a link in the column on the left and select **Save Target As** to download an archived message as a WAV file.

### 8.2.7 Alarm Audit

If you click the **Play Lone Worker Message** link on the view that Section 8.2.1 (Page 54) shows, Trust 24x7 Web displays a view similar to the following.

Alarm Audit Selection			Back
Date Time	Status	Edit	
07/11/2008 15:19:10		<a href="#">Detail</a>	
06/11/2008 16:48:01		<a href="#">Detail</a>	
06/11/2008 14:14:28		<a href="#">Detail</a>	
24/06/2008 12:48:47		<a href="#">Detail</a>	
27/05/2008 13:08:41		<a href="#">Detail</a>	
17/04/2008 13:45:22		<a href="#">Detail</a>	
17/04/2008 11:21:29		<a href="#">Detail</a>	
16/01/2008 17:15:00		<a href="#">Detail</a>	
10/01/2008 11:37:29		<a href="#">Detail</a>	
07/12/2007 15:25:39		<a href="#">Detail</a>	
23/11/2007 12:03:41		<a href="#">Detail</a>	

To record details of an alarm do the following procedure.

- (1) Click on a link in the column on the right to display the details for an alarm, similar to the following. This has two scrollable text boxes, into which you can record comments. Each has an upper and lower part: the upper part is a read only record of all recorded text; the lower part enables you to add text.

Loneworker Alarm Audit Trail		Back
Alarm date/time: 23/11/2007 12:03:41	False Alarm Type: <input type="text" value="Test 1"/>	
Loneworker ID: 5601	Alarm Cleared: 16/12/2008 18:13:36	
Loneworker: LW David Harrison	<input type="button" value="Clear Alarm"/>	
Alarm Reason		
<div> <div></div> <div>Add new detail here.</div> </div>		<input type="button" value="UpDate"/>
Label2		
<div> <div></div> <div>Add new detail here.</div> </div>		<input type="button" value="Update"/>

**NOTE** The two titles above the boxes are defined in an INI file. The engineer that installs Trust 24x7 does this.

- (2) Click in the lower part of one of the boxes.

Trust 24x7 highlights the text “Add new detail here”.

Loneworker Alarm	
Audit Trail	
<a href="#">Back</a>	
Alarm date/time: 23/11/2007 12:03:41	False Alarm Type <input type="text" value="Test 1"/>
Loneworker ID: 5601	Alarm Cleared: 16/12/2008 18:13:36
Loneworker: LW David Harrison	<a href="#">Clear Alarm</a>
Alarm Reason	
<div></div>	
<div>Add new detail here.</div>	
<a href="#">UpDate</a>	
Label2	
<div></div>	
<div>Add new detail here.</div>	
<a href="#">Update</a>	

- (3) Key in the text.

Loneworker Alarm	
Audit Trail	
<a href="#">Back</a>	
Alarm date/time: 23/11/2007 12:03:41	False Alarm Type <input type="text" value="Test 1"/>
Loneworker ID: 5601	Alarm Cleared: 16/12/2008 18:13:36
Loneworker: LW David Harrison	<a href="#">Clear Alarm</a>
Alarm Reason	
<div></div>	
<div>The alarm was activated because the technician was working up a pylon and the work took longer than estimated.</div>	
<a href="#">UpDate</a>	
Label2	
<div></div>	
<div>Add new detail here.</div>	
<a href="#">Update</a>	

- (4) Click the **Update** button, to the right of the box.

Trust 24x7 adds the text to the upper part of the box.

You cannot now edit or delete this text.

**Loneworker Alarm Audit Trail** [Back](#)

Alarm date/time: 23/11/2007 12:03:41 False Alarm Type:

Loneworker ID: 5601 Alarm Cleared: 16/12/2008 18:13:36

Loneworker: LW David Harrison [Clear Alarm](#)

Alarm Reason

The alarm was activated because the technician was working up a pylon and the work took longer than estimated.

[UpDate](#)

Label2

Add new detail here.

[Update](#)

- (5) Repeat the procedure to add further text.
- (6) Click the Back button to return to the list of alarms.

## 8.3 Reports

If you click the **Reports** button on the *Status* view [that Section 8.2 (Page 53) describes], Trust 24x7 Web displays the following menu. Click on the appropriate link.

**Report Selection** [Back](#)

Report by

[Loneworker](#)

[Site Code](#)

### 8.3.1 Lone worker

If you click on the **Lone worker** link [as Section 8.3 (Page 63) describes], Trust 24x7 Web displays a calendar view for the current month similar to the following.

## Reporting Dates.

Please select a starting date for your report.

◀ October, 2005 ▶

Sun	Mon	Tues	Wed	Thur	Fri	Sat
						<u>1</u>
<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>
<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>
<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>
<u>23</u>	<u>24</u>	<u>25</u>	<u>26</u>	<u>27</u>	<u>28</u>	<u>29</u>
<u>30</u>	<u>31</u>					

No dates selected.

Do the following procedure.

- (1) If you wish the report to start on a date in a month before the current month, click on the blue triangle to the left of the month and year, one or more times until Trust 24x7 Web displays the required month.

## Reporting Dates.

Please select a starting date for your report.

◀ September, 2005 ▶

Sun	Mon	Tues	Wed	Thur	Fri	Sat
				<u>1</u>	<u>2</u>	<u>3</u>
<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>
<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>
<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>	<u>24</u>
<u>25</u>	<u>26</u>	<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	

No dates selected.



- (2) Click on the start date.

## Reporting Dates.

Please now select an end date for your report.

◀ September, 2005 ▶

Sun	Mon	Tues	Wed	Thur	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Start from 5/9/2005

- (3) Specify the end date.

If necessary, click on the blue triangle to the right of the month and year, one or more times until Trust 24x7 Web displays the required month.

Click on the end date.

## Reporting Dates.

◀ September, 2005 ▶


Sun	Mon	Tues	Wed	Thur	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Start from 5/9/2005 to 30/9/2005

- (4) Click the **Submit** button.

Submit


- (5) Trust 24x7 Web displays the report.

		<b>Lone Worker Report</b>				<a href="#">Back</a>
Report from :- 5/9/2005		System date is 04/10/2005				
to :- 30/9/2005		System time is 11:05				
Engineering	Surname	Login	Extend	Cancel	Alarm	
5607	Stephen Stephens	1	1	1	1	
5627	Lucy Morris	3	0	2	1	
Dept: Engineering	Surname	Login	Extend	Cancel	Alarm	
5601	David Harrison	8	0	8	1	
Dept: Engineering 123	Surname	Login	Extend	Cancel	Alarm	
5549	Hannah Harrison	1	0	1	0	

- (6) You can click on a lone worker's UserID, in the column at the left, to display a report for the individual lone worker, similar to the following.

**NOTE**

The mouse cursor does not change, when you move it over a lone worker's UserID.



# Individual Lone Worker Report

[Back](#)

Report from :- 5/2/2006  
to :- 24/2/2006

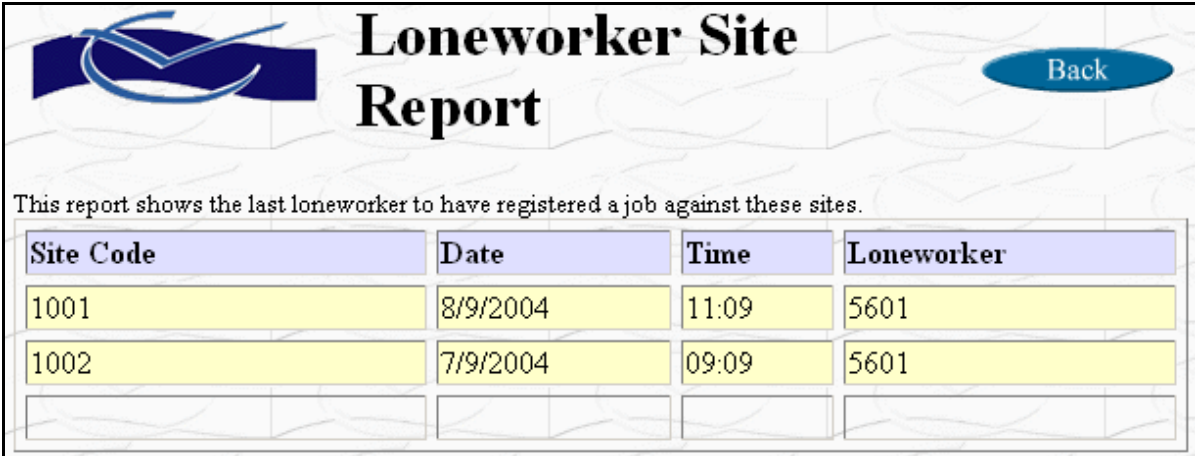
System date is 28/02/2006  
System time is 12:58

For LW Stephen S

Mailbox 5607	Time of event	Type of event	Phone Number Used	
21/2/2006	16:15:00	Start	07777123456	
21/2/2006	16:18:00	Ringback	4407777123456	
21/2/2006	16:23:00	Ringback	4407777123456	
21/2/2006	16:33:00	Alarm		
21/2/2006	16:36:00	Start	2226	
21/2/2006	16:39:00	Ringback	4407777123456	
21/2/2006	16:43:00	Cancel	2226	
21/2/2006	16:44:00	Start	2226	
21/2/2006	16:45:00	Ringback	4407777123456	
21/2/2006	16:49:00	Cancel	2226	
				Total Events 10

### 8.3.2 Site Code

If you click on the **Site Code** link [as Section 8.3 (Page 63) describes], Trust 24x7 Web generates and displays a report of Trust 24x7 jobs ordered by Site Code, similar to the following.

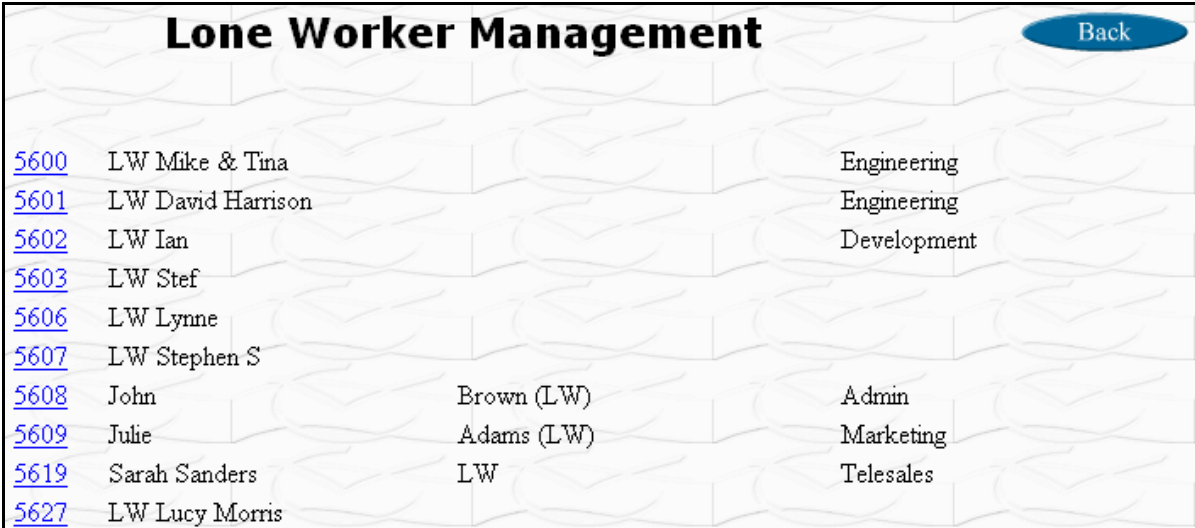


The screenshot shows a web page titled "Loneworker Site Report". It includes a logo on the left and a "Back" button on the right. Below the title, a text line states: "This report shows the last loneworker to have registered a job against these sites." Below this is a table with four columns: Site Code, Date, Time, and Loneworker. The table contains two data rows and one empty row at the bottom.

Site Code	Date	Time	Loneworker
1001	8/9/2004	11:09	5601
1002	7/9/2004	09:09	5601

### 8.4 Users

If you click the **Users** button on the *Status* view [that Section 8.2 (Page 53) describes], Trust 24x7 Web displays a list of users similar to the following.



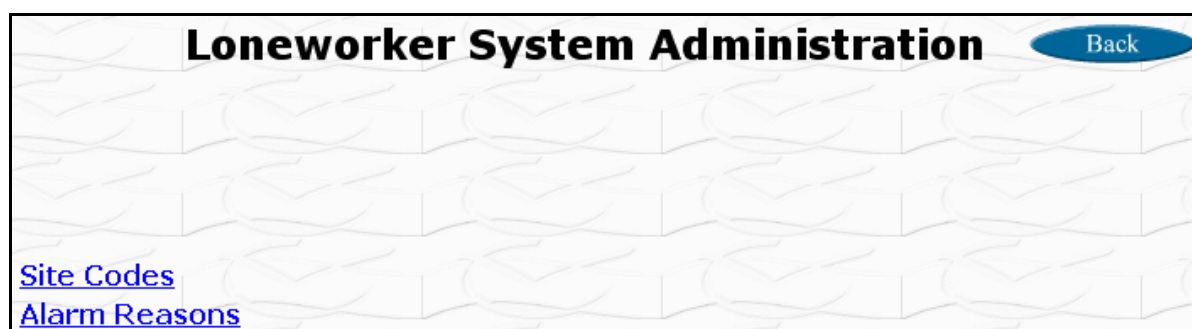
The screenshot shows a web page titled "Lone Worker Management". It includes a "Back" button on the right. The page displays a list of users with their IDs, names, and roles. The roles are listed in two columns.

ID	Name	Role
<a href="#">5600</a>	LW Mike & Tina	Engineering
<a href="#">5601</a>	LW David Harrison	Engineering
<a href="#">5602</a>	LW Ian	Development
<a href="#">5603</a>	LW Stef	
<a href="#">5606</a>	LW Lynne	
<a href="#">5607</a>	LW Stephen S	
<a href="#">5608</a>	John	Brown (LW) Admin
<a href="#">5609</a>	Julie	Adams (LW) Marketing
<a href="#">5619</a>	Sarah Sanders	LW Telesales
<a href="#">5627</a>	LW Lucy Morris	

If you click on a link at the left, Trust 24x7 Web displays the view that Section 8.2.2 (Page 55) describes.

## 8.5 Admin

If you click the **Admin** button on the *Status* view [that Section 8.2 (Page 53) describes], Trust 24x7 Web displays the following sub-menu.



### 8.5.1 Site Codes

If you click on the **Site Codes** link [shown in Section 8.5 (Page 68)], Trust 24x7 Web displays a view similar to the following, which enables you to maintain the list of sites.

The screenshot shows the 'Site Codes' management page. At the top, there is a title 'Site Codes' and a 'Back' button. Below the title, there is a table with three columns: 'Site Code', 'Description', and 'Postcode'. The table contains two rows of data. Each row has an 'Edit' link and a 'Delete' link. Below the table, there is a section titled 'Add New Site Code'. This section contains three input fields: 'Site Code', 'Description', and 'Address'. There is also a 'Post Code' input field and an 'Add' button.

Site Code	Description	Postcode
1002	Essex Office	ES12 3TT
1001	Voice Connect Office	LE6 0FH

**Add New Site Code**

Site Code:  Description:

Address:

Post Code:

### 8.5.1.1 Add

Do the following procedure.

- (1) Key in the details of the new site.

Site Codes				<a href="#">Back</a>
Site Code		Description	Postcode	
1002	<a href="#">Edit</a>	Essex Office	ES12 3TT	<a href="#">Delete</a>
1001	<a href="#">Edit</a>	Voice Connect Limited	LE6 0FH	<a href="#">Delete</a>

---

### Add New Site Code

Site Code	Description
<input type="text" value="1003"/>	<input type="text" value="Abingdon Office"/>
Address	<div>Voice Connect Ltd 1 High Street Abingdon</div>
Post Code	<input type="text" value="AB1 2CD"/>
<input type="button" value="Add"/>	

- (2) Click the **Add** button.

- (3) Trust 24x7 Web adds the new site and displays the amended list of sites.

Site Codes					<a href="#">Back</a>
Site Code		Description	Postcode		
1003	<a href="#">Edit</a>	Abingdon Office	AB1 2CD	<a href="#">Delete</a>	
1002	<a href="#">Edit</a>	Essex Office	ES12 3TT	<a href="#">Delete</a>	
1001	<a href="#">Edit</a>	Voice Connect Limited	LE6 0FH	<a href="#">Delete</a>	

---

### Add New Site Code

Site Code	Description
<input type="text"/>	<input type="text"/>
Address	<input type="text"/>
Post Code	<input type="text"/>
<input type="button" value="Add"/>	

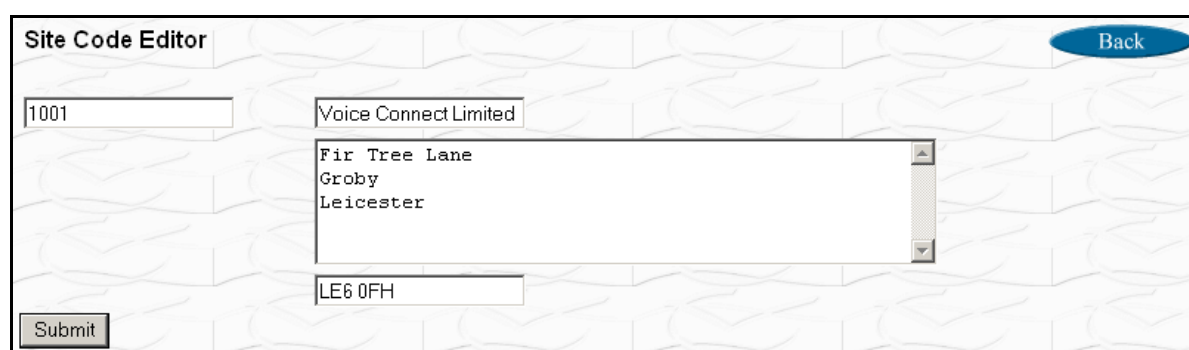
#### 8.5.1.2 Edit

To change the details of a site, do the following procedure.

- (1) Click on the **Edit** link against the site code, of the site that you wish to change.

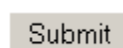
Site Code Editor		<a href="#">Back</a>
<input type="text" value="1001"/>	<input type="text" value="Voice Connect Office"/>	
	<input type="text" value="Fir Tree Lane, Groby"/>	
	<input type="text" value="LE6 0FH"/>	
<input type="button" value="Submit"/>		

- (2) Change any details as necessary.



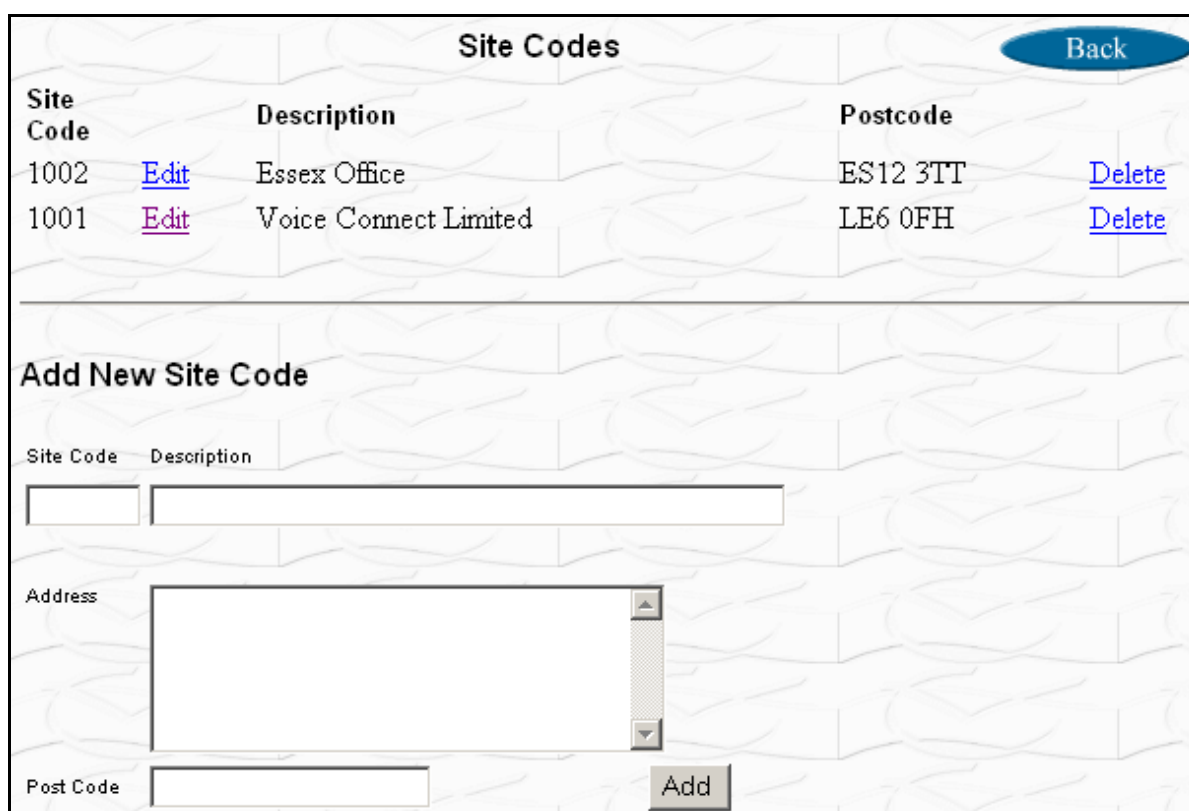
The screenshot shows the 'Site Code Editor' form. It has a title bar with 'Site Code Editor' on the left and a 'Back' button on the right. The form contains several input fields: 'Site Code' with the value '1001', 'Description' with the value 'Voice Connect Limited', 'Address' with the value 'Fir Tree Lane, Groby, Leicester', and 'Postcode' with the value 'LE6 0FH'. There is a 'Submit' button at the bottom left.

- (3) Click the **Submit** button.



A rectangular button with the text 'Submit' in a bold, sans-serif font.

- (4) Trust 24x7 Web displays the changed details.



The screenshot shows the 'Site Codes' page. At the top, there is a title bar with 'Site Codes' in the center and a 'Back' button on the right. Below the title bar is a table with the following columns: 'Site Code', 'Description', and 'Postcode'. The table contains two rows of data:

Site Code	Description	Postcode
1002	Essex Office	ES12 3TT
1001	Voice Connect Limited	LE6 0FH

Each row has an 'Edit' link (in blue) next to the 'Site Code' and a 'Delete' link (in blue) next to the 'Postcode'. Below the table is a section titled 'Add New Site Code'. This section contains three input fields: 'Site Code', 'Description', and 'Address'. There is also a 'Post Code' input field and an 'Add' button at the bottom right.

### 8.5.1.3 Delete

To delete the details of a site, do the following procedure.

- (1) Click on the **Delete** link to the right of the site that you wish to delete.

Site Code	Description	Postcode
1003	Abingdon Office	AB1 2CD
1002	Essex Office	ES12 3TT
1001	Voice Connect Limited	LE6 0FH

#### Add New Site Code

Site Code:  Description:

Address:

Post Code:

- (2) Trust 24x7 Web displays a request for confirmation of the deletion, similar to the following.

**Delete this Site Code....**

1003

Abingdon Office  
Voice Connect Ltd 1 High Street Abingdon  
AB1 2CD

- (3) Click the **OK** button.



- (4) Trust 24x7 Web deletes the site and displays the amended list of sites.

Site Codes			
Site Code		Description	Postcode
1002	<a href="#">Edit</a>	Essex Office	ES12 3TT <a href="#">Delete</a>
1001	<a href="#">Edit</a>	Voice Connect Office	LE6 0FH <a href="#">Delete</a>

---

**Add New Site Code**

Site Code	Description
<input type="text"/>	<input type="text"/>

Address

Post Code

### 8.5.2 Alarm Reasons

If you click on the **Alarm Reasons** link [shown in Section 8.5 (Page 68)], Trust 24x7 Web displays a view similar to the following, which enables you to maintain the list of reasons for an alarm.

Alarm Reason Viewer

Back

Reason 1

Edit

Reason 2

Edit

Add new reason

Once a new reason has been added it will not be possible to delete it. It can be edited with caution as it will change all references to it.

### 8.5.2.1 Add a New Reason

Do the following procedure.

- (1) Click the **Add new reason** button. Trust 24x7 displays the following prompt for confirmation.

The screenshot shows a dialog box titled "Alarm Reason Viewer" with a "Back" button in the top right corner. On the left, there is a table with two rows: "Reason 1" and "Reason 2", each with an "Edit" link. To the right of the table, the text "Are you sure you want to add a new reason?" is displayed in red. Below this text are two buttons: "Yes" and "No". At the bottom right, a note states: "Once a new reason has been added it will not be possible to delete it. It can be edited with caution as it will change all references to it."

- (2) Click the **Yes** button. Trust 24x7 adds a blank reason, which you must now edit, as the following Section 8.5.2.2 describes.

The screenshot shows the "Alarm Reason Viewer" dialog box with the "Back" button. The table on the left now has three rows: "Reason 1", "Reason 2", and "Not Defined 2", each with an "Edit" link. To the right of the table is a button labeled "Add new reason". At the bottom right, the same note as in the previous screenshot is present: "Once a new reason has been added it will not be possible to delete it. It can be edited with caution as it will change all references to it."

### 8.5.2.2 Edit an Existing Reason

Do the following procedure.

- (1) Click the link **Edit** against a reason. Trust 24x7 displays the following view.

The screenshot shows a form titled "Alarm Reason Edit" with a "Back" button in the top right corner. The form has three columns: "Alarm ID", "Dropdown entry", and "Description". The "Alarm ID" column contains the value "2". The "Dropdown entry" column contains a button labeled "Not Defined 2". The "Description" column contains a text input field with a hyphen "-" inside. At the bottom center of the form is a button labeled "Save Changes".

- (2) Edit the details. (Trust 24x7 highlights the **Save Changes** button.)

### Alarm Reason Edit

Back

Alarm ID	Dropdown entry	Description
2	No signal	The lone worker had a weak or no mobile signal.

Save Changes

- (3) Click the **Save Changes** button.

### Alarm Reason Edit

Back

Alarm ID	Dropdown entry	Description
2	No signal	The lone worker had a weak or no mobile signal.

Save Changes

- (4) Click the **Back** button.

### Alarm Reason Viewer

Back

Reason 1	<a href="#">Edit</a>
Reason 2	<a href="#">Edit</a>
No signal	<a href="#">Edit</a>

Add new reason

Once a new reason has been added it will not be possible to delete it. It can be edited with caution as it will change all references to it.